

# Job Description

**Title:** Front Desk Clerk

**Reports to:** Donna Piercy

## Summary of Position:

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This position is a 40 hour/week- seasonal work

## Duties & Responsibilities:

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- Check info e-mails
- Check reservations inbox
- Check in /Check out guests
- Call or email no-show
- Cash reports
- Reservations
- Switchboard
- Make copies of maps and/or bulletins
- Write work orders
- Get keys ready for group check ins
- Assign units on and offline
- Input dirty units into clean units
- Take membership payments
- Answer guest's questions
- Sign packages in

## Qualifications:

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- Maintain compliance with all company policies and procedures
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent computer proficiency (MS Office — Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- High school diploma or GED required

- Must be able to stand/work for the duration of the scheduled shift • Must be able to talk, listen and speak clearly on the telephone.
- Must be able to lift up to 50lbs

Print Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_