



Job Description

Position Title: Member Guest Services Agent

☐ Exempt

Reports To: Lodge Manager

☒ Non-Exempt

HR Review: _____

Date: _____

Employee Review: _____

Date: _____

PRIMARY PURPOSE

Responsible for providing the highest level of customer service in the processing and confirmation of reservations and the registration of guests and residents of the association.

ESSENTIAL RESPONSIBILITIES AND RESULTS

Fifty percent of the Member Guest Services Agent position pertains to Lodge activities, twenty-five percent pertains to Homeowners, twenty percent to cashiering for the Par Lounge and Restaurant and five percent to administration and includes but is not limited to the following:

- Accept and confirm reservations for the lodge by telephone.
- Send confirmation letters, cancellation letters and other guest information.
- Check guests in and out of rooms.
- Answer questions pertaining to hotel services and registration of guests.
- Prepare next day reservations and flag check-ins and check-outs.
- Enter reservation and deposit information in computer.
- Maintain reservation log and guest file cards.
- Maintain record of room availability, guests' accounts and other reservation-related correspondence.
- Complete the night audit procedure.
- Complete billing on computer, collect payment and make change for guests.
- Submit all necessary reports to the Accounting Dept.
- Assist with group contracts.
- Make tennis reservations and issue tennis keys.
- Cashier for the Par Lounge and Restaurant.
- Verify shift banks.
- Witness bank drops.
- Issue departmental banks and paid outs.
- Prepare change order for bank.
- Prepare advance deposits.
- Provide general information to homeowners. (Daily/As needed)
- Input data, update information, and take photos to issue ID Cards to homeowners.
- Prepare office supply inventory list.
- Receive and transmit departmental messages.
- Coordinate with Patrol personnel in ensuring safety of Association properties.
- Perform other related duties as needed or requested by manager.

AMOUNT OF SUPERVISION RECEIVED

This position requires frequent supervision by manager until the incumbent is trained and then supervision and direction are occasional. This position may make decisions within strict parameters established by the manager for the department.

INTERACTION WITH OTHERS

This position interacts frequently with SDCEA management, facilities personnel, and patrol personnel. This position interacts constantly with homeowners and lodge guests.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibility.

PHYSICAL DEMANDS

This position requires standing for extended periods of time and constant talking, hearing, use of hands and fingers and occasional walking, stooping, kneeling, or crouching and reaching with hands or arms. The incumbent must be able to lift up to 20-25 pounds on an occasional basis. Some climbing of stairs (i.e.. Re-keying lodge rooms and getting into attic for supplies). This position requires good close color and peripheral vision and ability to adjust focus.

WORK ENVIRONMENT

This position works 95% indoors. A moderate to loud noise level is typical for the work environment of this job. Incumbents must have good concentration with excessive distractions and interruptions from time to time. Must be able to multi-task under pressure and keep focused. 5% of this job requires incumbent to walk to the lodge for the purpose of re-keying rooms, providing information to housekeepers, etc. Incumbent could be exposed to hot or cold weather.

USE OF DISCRETION AND INDEPENDENT JUDGMENT

This position is responsible for using sound judgment in the case of emergency or non-emergency issues. Discretion to be used daily.

EFFECT OF POSITION ON ORGANIZATION OR ON ORGANIZATION'S CUSTOMERS/CLIENTS

This position interacts with daily lodge guests, potential clients, and homeowners. This position represents the company on a daily basis and must portray a professional appearance, attitude, and demeanor.

QUALIFICATIONS REQUIRED

- Education: This position requires a high school degree or equivalent and the ability to read and write English.
- Experience: Requires a minimum of 6 months of customer service experience.
- Communication skills: Requires excellent customer service, oral and written communications skills.
- Mathematical skills: Requires sufficient math skills to perform basic calculations using a calculator.
- Computer skills: Must be keyboard literate and have good data entry and 10 key skills. 15 wpm typing is necessary. Familiarity of MS office preferred.
- Reasoning ability and other skills: Must show common sense and exhibit "grace under pressure" when dealing with homeowners and lodge guests. Must have good organizational skills.
- Certificates and licenses: None required.