



GUEST SERVICE ASSOCIATE

TITLE: Guest Service Associate

SUMMARY: Under the general supervision of the Director of Guest Services, the Guest Service Associate provides excellent guest service by attending to guest needs ranging from property orientation, on-site transportation, and general guest questions. The Guest Service Associate will have a genuine interest in and compassion for the mission of Zephyr Point Presbyterian Conference Center, its growth and expansion, and be familiar with all facets of Zephyr Point organization, programs and facilities to effectively interpret and provide services to guests and staff.

SALARY RANGE: Hourly starting at \$18.00

STATUS: Part-time, 20 hours/week average

CLASSIFICATION: Non-Exempt, Seasonal (approximately May – November)

REPORTS TO: Director of Guest Services

DIRECT REPORTS: None

DUTIES AND RESPONSIBILITIES:

- A. Direct guests across property, assist with general orientation and navigation
- B. Direct incoming traffic at the guard shack ensuring guest and public safety
- C. Provide transportation via golf cart rides on property
- D. Conduct on-site announcements for guest groups
- E. Operate the front desk outside of standard office hours; conduct guest check-ins, receive payments, answer phones, attend to in-office guests, relay after-hours calls to Manager on Duty, close the office, and other duties as assigned
- F. Anticipate and respond to situations requiring extra assistance or attention from ZP staff
- G. Handle guest needs, special requests, and complaints; submit work orders for maintenance repairs; forward suggestions for food service and housekeeping
- H. Be familiar with all Zephyr Point facilities including location, details, floor plans, parking, etc.
- I. Be familiar with general booking policies, rates, and procedures
- J. Be acquainted with the Tahoe Basin and area tourist information

- K. Assist in the collection, input, and distribution of information for guests and groups, including coordination of guest activities
- L. Utilize activities software to ensure efficient input, reporting and tracking of information
- M. Assist with activities including providing instruction, taking payment, and safely facilitating on-site activities for guests
- N. Assume receptionist duties in absence of front desk attendant; greet guests, answer phones, manage keys, arrival packets, signage, check-ins, check-outs, etc.
- O. Communicate with group leadership while on site to ensure a positive guest experience
- P. Provide administrative support primarily for Guest Services but also for other departments, ensuring sound cross-departmental communication
- Q. Attend all mandatory ZPPCC staff meetings
- R. Other duties as assigned*

KNOWLEDGE, SKILLS AND ABILITIES:

- A. Ability to maintain good relations with people of varying ages, personalities, and interests
- B. Strong problem-solving skills, judgment in difficult situations, self-initiative, and a willingness to take charge
- C. Ability to read, write and speak English well to communicate effectively with guests and staff; conversational Spanish desirable
- D. Excellent oral and written communication skills; computer literate
- E. Keen sense of time and priority management; ability to carry out detailed plans, organize and manage heavy volumes of work
- F. Strong attention to detail amongst frequent interruptions
- G. Discretion and good judgment on confidential issues and material

QUALIFICATIONS:

- A. High-school diploma or current enrollment in high school with regular attendance
- B. Minimum one years' experience in guest services or hospitality
- C. Demonstrated and documented ability to work well with other people as a team member
- D. A positive, outgoing personality with ability to project enthusiasm to guests and staff
- E. An excellent reputation in customer service and hospitality fields
- F. Ability to maintain a flexible schedule including regular weekends, occasional weekdays and weeknights, holidays, varying hours, and possible split shifts
- G. Maintain a valid driver's license and insurable driving record; must have a reliable means of transportation in all seasonal weather conditions

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an

employee to successfully perform the essential functions of this job. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

While performing the duties of this job, the employee is occasionally required to sit for long periods, use hands to finger, handle or feel, grasp, and hold and cut; see, talk, hear, and stand for long periods of time. The employee frequently is required to reach with hands and arms. The employee is frequently required to twist, stand, walk, climb, or balance, stoop, kneel, crouch, or crawl. The employee must frequently walk upstairs and inclines and lift and/or move up to 15 pounds, and infrequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee is occasionally required to walk on unstable grounds and up to a mile within and around the property.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, outside seasonal weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

****The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Zephyr Point Presbyterian Conference Center. Zephyr Point Presbyterian Conference Center abides by employment at-will, which permits the Company to change the terms and conditions of employment with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. Neither this job description nor any other written or verbal communications are intended to create a contract of employment or a promise of long-term employment. Employment-at-will may be terminated with or without cause and with or without notice at any time by the Employee or by Zephyr Point Presbyterian Conference Center.***

ZEPHYR POINT

MISSION: Inviting all to experience God through education, exploration, & inspiration.

VISION: A center of excellence cultivating spiritual growth, recreation, and learning in an inclusive environment of natural beauty, hospitality, and peace.

VALUES: Serving with love; Creating community; Caring for and learning from Creation; Engaging the mind, refreshing the body, nurturing the soul; Welcoming all people

Print Name _____ Date _____

Employee Signature _____

Supervisor Signature _____ Date _____

Executive Director Signature _____ Date _____