**FRONT DESK JOB DESCRIPTION**

**OVERVIEW**

**Great Escapes RV Resorts** is a growing company specializing in acquisition, development, and management of RV Resorts throughout the United States. Our leaders serve a diverse sector of the RV resort / hospitality industry.

The Full Time Front Desk articulates clearly and has great communication skills for providing information regarding resort services & activities and surrounding areas as needed.

**ESSENTIAL JOB FUNCTIONS**

* Assist guests during check-in and check-out, phone interaction, and face-to-face interaction.
* Assist guests with questions, directions, event schedules, and other information regarding the Resort to help create an experience for our guests.
* Strong computer skills and knowledge are required.
* Modifying reservations to accommodate guests.
* Monitoring all guests while in the store.
* Maintains front desk area in a clean and orderly fashion.
* Follow all rules and policies.
* Must stay calm in highly stressful situations and be knowledgeable of emergency procedures.

**QUALIFICATIONS**

* Prior experience in hospitality industry or equivalent preferred.
* Previous cash handling experience
* Previous computer experience
* Ability to perform in a fast-paced and sometimes stressful working environment.
* Ability to multitask.
* Enthusiastic about interacting and helping guests.
* Receptive to special requests
* Willing to follow instructions and take directions.
* Must be available during the weekend.
* Must be okay with sweeping and mopping/ cleaning.

**PHYSICAL REQUIREMENTS**

The employee is regularly required to remain stationary for long periods. Must be able to lift and move up to 15 pounds. The employee is frequently exposed to outdoor weather conditions (hot and humid, rainy, extreme temperatures, airborne particles) during express check-in periods. Constant use of hands and arms to input data into the computer. Must be able to converse directly and by phone.