

Xaa-wan'-k'wvt Village and Resort

Position Description

Title: Guest Services Coordinator
Status: Full-time
Supervisor: Assistant Manager
Effective Date: June 8, 2017

FLSA: Non-exempt
Pay Grade: 2 (\$12.00 - \$16.00)
Subordinates: None

Position Summary:

Guest Services Coordinator handles the routine office work and guest reservations. This position will work closely with the Assistant Manager and all team members, resort residents, ensuring guests have a positive experience.

Essential Duties and Responsibilities:

- Greet and establish rapport with residents and guests. Reports resort comments, suggestions, and complaints to the manager.
- Checks guest in and out for their reservations.
- Collects payments, rent and other funds from guests and residents.
- Perform general administrative duties such as answering phones and using various types of office equipment.
- Reports guest or staff emergencies or immediate need situations to manager.
- Document guest comments, suggestions, and concerns then forwards them to the Assistant Manager.
- Use reservation software and other software that are necessary to perform daily duties.
- Complete and maintain resort records, reports, and files.
- Process resident move-in and move-out paperwork.
- Prepare and distribute resort communications such as rule reminders, violation notices, and flyers.
- Assist with planning and coordinating guest and resident relation events and activities within the resort.
- Temporary or permanent duties and responsibilities may be added to, or modified as needed.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Minimum Qualifications:

- Must be able to perform all essential duties and responsibilities.
- High School Diploma or general education degree (GED).
- One year of general office experience preferred.
- Must be organized and have the ability to multi-task.
- Must have computer skills and ability to learn software applicable to position.
- Personable and must maintain good working relationships. Have a friendly personality and excellent customer service skills.

- Must have the ability to follow instructions, policies and procedures.
- Able to work flexible schedules when needed; weekend and holiday hours may be required.
- Tribal Employment Rights Ordinance (TERO), Qualified American Indian Preference applies.

Preferred Knowledge:

Comprehensive knowledge of the history, culture and organization history of the Xaa-wan'-k'wvt Village and Resort and the Tolowa people is preferred.

Language Skills:

Need to be able to read, analyze and interpret policy and government regulations.

Mathematical Skills:

Ability to work with mathematical concepts such as probability and statistical inference ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for XVR vehicle insurance.

Physical Demands:

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/move 20 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Work Environment:

The noise level in the work environment is usually moderate (examples: business office with computers and printer).

Additional Employment Conditions:

All Xaa-wan'-k'wvt Village and Resort employees must submit to a background check and abide by all Tribal, federal, and state laws. All employees must comply with Xaa-wan'-k'wvt Village and Resort drug free workplace policy and will be subject to pre-employment, for-cause, and post-accident drug and alcohol testing.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____