

Gatehouse Attendant

Reports to: Front Office Manager

Department: Gatehouse

Scope and General Purpose:

To provide five star service to all guests and potential guests at all times. To create as well as guard, the comfort, safety and well being of all guests.

Essential Duties

- To greet all guests with a smile and warmth, while using their name
- To distinguish between members, day guests and overnight guests
- To assist guests with directions to their destination and to inform destination departments of guest arrivals
- To provide assistance with directions and parking for special events
- To prevent unauthorized vehicles from entering the resort
- To understand and follow the resort's safety and security procedures
- To maintain a neat and tidy workspace and appearance
- To give information as needed regarding all aspects of the resort
- To liaise with other departmental agents regarding guests' needs and concerns
- To provide employment applications as needed
- Other duties as assigned

Position Requirements

- Excellent communication skills in English
- Excellent guest relations skills
- Ability to work independently
- An eye for detail and a good knowledge of the surrounding areas
- Security Experience an asset
- Must be able to work weekends and holidays

Physical Demands

Essential duties require long periods of standing and walking with some reaching and kneeling. The employee must have normal vision (corrected) including close and color vision, hearing and verbal communication. Must be able to operate a golf car safely.

Environmental Conditions

Duties are performed both indoors and out of doors in the weather.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned |