

EMPLOYEE: _____**Department: Reservationist****Classification: Non-exempt****Work Site:****Reports To: Property Manager / Supervisor (circle one)****Approved By: Human Resources****Revision Date:****Effective Date: June 24, 2012****Purpose**

Performs any combination of following duties for guests of property to turn a possible visitor into a customer. Greets, registers, and assigns RV spaces to guests. Performs related duties as assigned.

To perform this job successfully, an individual must be able to perform each primary responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job duties.

Essential Duties

Provide services including, but not limited to:

- Provide information to guests concerning rates, availability of spaces, description of facilities and services, and information about area attractions and sight-seeing opportunities.
- Assist guests with registration and checkout processes, and handle requests for RV spaces received by phone, e-mail, or customers at desk.
- Inform guests about property rules, activity areas, restaurant, bar, and other local services.
- Answer inquiries pertaining to travel directions.
- Keep records of space availability and guests' accounts, manually or using computer.
- Compute bills and collect payment for guests.
- Process credit or debit card transactions.
- May make restaurant, transportation, or entertainment reservation, and arrange for sight-seeing or other tours.
- May rent dock space at marina, if applicable.
- Observe established policies and procedures.

Job Duties

- Attend training sessions and courses as may be required.

Employee Relations

Able to work effectively with the public

Other Duties

Other duties as assigned

Supervision

Works under the general supervision of the Property Manager

Job Qualifications

Competencies

Understand and follow oral and written directions

Work Experience

Education

High School graduate or GED equivalent

Licenses or Designations

Valid driver's license

Working Conditions

Physical Work Demands

Indoor work environment

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

Hearing

Occasional stooping, kneeling, crouching, crawling, climbing, balancing, reaching, or bending at the waist

Mental Work Demands

Verbal contact with others

Regular and on-time attendance

Hours rarely exceed 40 hours

May work weekends, holidays and nights

Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required and not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with this job.

Certification

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature

Date

Printed Name