

**Job Description:**

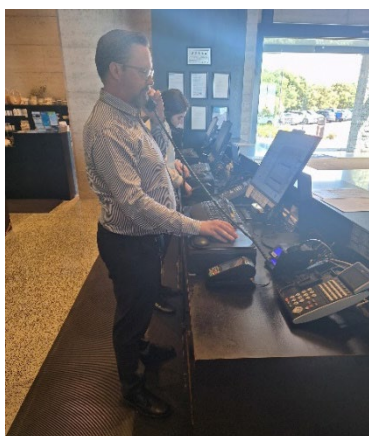
**Job overview:** The Front Office Receptionist is responsible for administration and desk area activities whilst enhancing member and guest satisfaction by assisting with their accommodation needs through the provision of information and a variety of services

**Environment:** Indoors, driving (as required)

**Psychosocial demands:** Potential exposure to abusive customers

**Shifts:** Due to the 7day/week nature of the operation, flexibility is required by the incumbent to assist with occasional unscheduled or on call duties and will require a presence on weekends

**PPE:** N/A

**Customer Service – answering phone****Pushing luggage trolley****Accessing amenities stock****Key Tasks:**

1. Administration: Answering phone calls, greeting guests, processing bookings, monetary management, maintain confidentiality
2. Luggage handling
3. Providing amenities to guest's rooms
4. Drive the courtesy bus or guest vehicle as required
5. Keeping storeroom for amenities stocked and tidy

Postural Tolerance	O	F	C	Comments
Sit	√			No seats at desk
Stand			√	No seats at desk
Walk		√		Providing amenities
Kneel	√			Providing amenities
Squat	√			Providing amenities
Crawl				N/A
Twist	√			Avoided by moving feet

Material Handling	O	F	C	Comments
Lift	√			Luggage to trolley
Carry	√			Luggage to trolley
Push	√			Luggage trolley
Pull	√			Luggage trolley
Reach		√		Over desk to serve
Grip		√		Answering calls
Dexterity			√	Admin tasks

**Job Modifications:**

- Head set, ergonomic keyboard and mouse
- Minimise manual handling tasks
- Complete less tasks around resort
- Limit driving duties

**Alternate Duties:**

- Admin Tasks
- Limit customer service tasks