



## JOB DESCRIPTION

**JOB TITLE:** Wellness Center Lead Guest Service Representative

**DEPARTMENT:** Recreation

**REPORTS TO:** Wellness & Recreation Manager

**CLASS:** Full-time/Seasonal

**PAY RANGE:** \$9.50 - hour

---

**BASIC PURPOSE:** Maintains the established standards of service, hospitality, cleanliness and safety in the Wellness Center areas to maximize guest satisfaction, and ensures that all staff follows these standards.

### **FUNCTIONS:**

- Primary Responsibilities include:
  1. Responsible for daily inventory of Wellness Department and Spa and Salon on product and supplies.
  2. Responsible for maintaining, ordering, and restocking products and supplies as needed.
  3. Ensures all policies and procedures for the Wellness Center/Spa and Salon are enforced by guests and employees.
  4. Conduct new employee facility orientation and POS – Reservation training.
- Comprehensive knowledge of all Wellness Center, Pools, Spa and Salon and Cabana operations, products, services and programs.
  1. Shift and employee responsibilities.
  2. Product knowledge.
  3. Daily reservations, programs and activities.
  4. Large Events – Easter, Memorial Day, June Beach Blow out, 4<sup>th</sup> of July, Marshmallow Roasts, etc.
- Ability to attend Resort and Departmental continuing education programs to enhance job related skills.
- Responsible for monitoring reservations for all Wellness Center services and programs including Spa and Salon services.
- Thorough understanding of programming protocols for point of sale and reservation systems in use.
- Ensures established facility policies and rules of the Wellness center to guarantee guest and employee safety.
- Solid understanding of cash handling procedures for revenue transactions in accordance with company policies.
- Communicates daily with Department Manager and staff regarding, guest reservations, daily programs, and guest satisfaction.
- Performs other related duties as directed by the Wellness & Recreation Manger.
- Provides information to guests & members on all department services.
- Reports maintenance issues and ensures follow-up and on Wellness Center.
- Executes emergency procedures when necessary.
- In the absence of the manager, serves as supervisor in charge – weekend supervision required and possible night supervision.

**SKILLS & ABILITIES:**

- Knowledge of front desk operations and procedures.
- Ability to follow written and oral instructions regarding proper equipment and facility cleanliness.
- Ability to swim.
- Ability to work flexible schedule to include evenings, weekends and holidays.
- Demonstrates teamwork and customer service focus.
- Must possess effective communication skills and organizational skills.
- Must have a positive and energetic attitude
- Excellent customer service skills

**PHYSICAL REQUIREMENTS:**

- Requires moderate physical activity, handling of average-weight objects, up to 50 pounds, and standing and/or walking for more than four (4) hours per day.
- Work involves moderate exposure to extreme temperatures, fumes, smoke, odors, and/or loud noises.
- Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions.

**EXPERIENCE:**

- 1-2 years experience in a resort or recreation setting.
- Must understand and enforce the mission, objectives and policies of the Resort & Wellness Center.

**EDUCATION:**

- Four-year college degree preferred but not required.
- Certified CPR, Lifesaving Certificate and/or First Aid Certificate.
- Pool Operator Certification