

PART TIME FRONT DESK ASSOCIATE

Waterville Estates Village District is a governmental entity, governed by NH State Statutes, which is funded by property taxes and water rates. The District is governed by a Board of three Commissioners, who are elected at the Annual Meeting of registered voters. The District owns and is responsible for maintenance of the Community Center, Ski Lodge and ski area, water system, and many of the roads within its boundary. It also provides administrative support to Waterville Estates Association and its recreation programs.

JOB SUMMARY

Checking in owners and guest, checking bags and coolers for alcohol or glass, maintain the cleanliness and tidiness of the front desk area including the Mt. View Lounge, light bartending, accept payments.

Pay Rate

Depends on experience, starting rate is \$14

DUTIES AND ESSENTIAL JOB FUNCTIONS

- Assist processing of member pass payments and payments.
- Maintains solid customer relationships by fielding questions and concerns.
- Handle and report on member issues; resolving issues and/or ensuring the issue is passed along to upper management.
- Ensure completion of paperwork and sign-in processes.
- Mountain View bar in concurrence with F&B Supervisor.
- Answer telephones, screen or forward calls, and take messages accurately.
- Enforce community center security protocols.
- Enforce Waterville Estates Association & Village District rules and regulations/policies and procedures.
- Enforce safety procedures in the community center building.
- Maintain entry area of building including bulletin board organization and general appearance.
- Assist with member activities/events as requested.
- Handle special administrative projects.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication abilities.
- Ability to manage distribution and security of alcoholic beverages.
- Flexibility in responding courteously to immediate needs of visitors and callers; ability to establish priorities and maintain productivity despite numerous interruptions.
- Cultural sensitivity and ability to relate well and effectively in diverse workplace with a diverse client population.
- Typing ability at required speed and accuracy.
- Ability to lift up to 25 pounds.
- Ability to operate and trouble-shoot general office equipment (e.g., copier, fax, computer, etc.)
- Must be able to learn and use programs such as Touch Bistro and membership software

QUALIFICATIONS

- High school diploma or GED
- Prefer
- Three years' experience in customer service, data entry and

LICENSES/CERTIFICATIONS

Must be able to complete TEAM and/or TIPS – NH Liquor Commission training

REPORTS TO:

Front Desk Manager