

**Tamarron Association of Condominium Owners**  
**Job Description**  
**Front Desk Monitor**

<b>TITLE:</b>	Front Desk Monitor	<b>DATE:</b>	June 2020
<b>REPORTS TO:</b>	General Manager	<b>DEPT:</b>	Front Desk
<b>EXEMPT STATUS:</b>	Non-Exempt	<b>LEVEL:</b>	Part Time
<b>SUPERVISES OTHERS:</b>	No	<b>RANGE:</b>	TBA

**HOURS:** Varys.

**FUNCTION:** Serves as a monitor for the front desk of the lodge at 314 Tamarron Drive, Durango, CO. Ensures that all support and service is conducted and fulfilled in a manner consistent with the goals and objectives of Tamarron Association of Condominium Owners. (TACO)

**OWNERS/RESIDENTS/GUESTS CUSTOMER SERVICE.**

1. Answer all telephone calls in a polite, friendly manner, noting the details of each call and if needed communicate the information in daily log or in an email to Rental manager, General Manager, and fellow Front Desk Monitors.
2. Greet those who come to the lobby in a polite, friendly manner and assist them with their concerns.
3. When required, undertake reservations for rooms as directed by the Rental Program Manager guidelines for family/guests, rental programs.
4. Facilitate the completion of all required forms when owners, residents, and guests check into the Lodge.
5. Keep coffee service available and lobby in neat and clean condition.
6. Compare and update the in-house and arrival buckets and ensure they match the Bookerville reservation information.

**COMPUTER AND INFORMATION MANAGEMENT DUTIES.**

1. Prepare occupation lists for the Owners Relation Director and Maintenance Department when directed.
2. Coordinate and communicate with housekeeping employees to ensure cleaning and turnover of rooms is done in effective manner.
3. Update Owner Relations Director (Gary Prisby), Rental Program Director (Heather Dawson), Operations Manager (Dave Dunn), and Maintenance Supervisor (Mark Schmidt) with any significant change in the status of a unit on the property.
4. When directed, input data into a database of unit files or complete other special projects as assigned.

**MAINTENANCE ISSUES MANAGEMENT.**

1. Report any maintenance concern to the Maintenance Department immediately.
2. Follow up when necessary to update occupant of status of response.

**OTHER CONSIDERATIONS.**

1. Perform other routine office duties as required.
2. Must be able to get to the property year-round and access all parts of the Association. Employee must maintain a valid CO driver's license.
3. Must be able to multi-task and set priorities for issues as they arise and complete most important tasks before secondary assignments.
4. Schedule may vary and may or may not include weekend days.
5. Will abide by all criteria as noted in the Employee Handbook.
6. Successfully pass a 60-day probationary period.
7. Pass criminal background check.
8. Must maintain a clean and professional appearance while on duty except for occasions where the work performed created the unkept appearance.

**PREFERRED QUALIFICATIONS/CHARACTERISTICS:**

- Education:** High School graduate or equivalent.  
**Knowledge:** Knowledge of office systems. Computer use and experience in Office Suite Software.  
**Skills:** Ability to provide clear and intelligent written communication to all manner of recipients. Able to work and complete assignments with minimal supervision.  
**Experience:** 1-year experience in office environment.  
**Personality:** Must be flexible and willing to accept challenging assignments.  
**Accountability:** Responsible for the completion of one's work and reporting any problems to the General Manager.

Prepared by: Allisa Oliger, Business Manager

*This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change (e.g.: emergencies, rush jobs, changes in personnel, workload, technological developments, etc.)*

*I have read the Job Description, and I certify that I can perform all the essential job functions without a significant risk to the health or safety of myself or others that cannot be eliminated by reasonable accommodation.*

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*