

BELLAVITA RECEPTIONIST JOB DESCRIPTION

Reporting Structure

The Bellavita receptionist reports to the Bellavita Clubhouse Manager.

Job Summary

Graciously greets residents and guests, handles incoming calls and performs general administrative duties with high standards of quality in all aspects of the position.

Essential Functions:

- Answer telephone, assisting callers and/or taking messages when necessary
- Assist residents and/or guests during their visit to the clubhouse, insuring that everyone is properly identified
- Meet and greet prospective homeowners by answering their questions regarding the clubhouse and giving them a tour of the facilities
- Ensure that rules and regulations of the clubhouse are maintained
- Prepare flyers and/or tickets for upcoming events
- Send and receive faxes for residents and clubhouse office
- Make copies for the residents and clubhouse office
- Prepare telephone and address list of all residents on a quarterly basis
- Prepare birthday/anniversary list each month and post on bulletin board
- Maintain visitor pass log and collect visitor fees for use of pool, spa or exercise equipment
- Maintain database of resident security forms, addresses, phone numbers, vehicle license plate numbers, parking stickers, birthdays and addresses
- Make ID badges for residents
- Schedule orientation for new residents
- Sell tickets for clubhouse functions
- Opening duties:
 - Unlock doors, turn on computers, TV and music system
 - Check phone messages and distribute to appropriate individuals
 - Straighten rooms as necessary
- Closing duties:
 - Lock doors and turn off computers, TV, music system, exercise equipment & fans
 - Close out cash register
 - Straighten rooms: papers and trash picked up off the floor, chairs neatly around tables or under desks, magazines stacked, billiards equipment put away, extra chairs returned to proper place
- Support the operations of the Clubhouse and Club events as directed by the Clubhouse Manager.
- Other duties assigned by Clubhouse Manager

Knowledge, Skills and Abilities

- High school diploma or general equivalency diploma (G.E.D.)
- Minimum of 2 years general office experience
- Excellent interpersonal skills
- Excellent communication skills
- Excellent organization skills
- Understanding and use of computer operations such as web pages and Microsoft Office