Oki Golf Job Description – Receptionist

ABOUT OKI GOLF:

At Oki Golf, Our business is hospitality! We are committed to a culture that encourages growth and development, recognizes team member's hard work and commitment to service, and rewards team members for process improvement ideas and going above and beyond. If you truly have a passion to serve others and are committed to working hard, this is the place for you.

POSITION SUMMARY:

As a Receptionist at Oki Golf, you are responsible for providing excellent guest service both in person and on the phone – connecting people to where they need to go or who they need to talk with.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Successful team-members will have a service mind-set and do whatever it takes to ensure the guests’ needs are met, to the best of their ability. This requires a general understanding of each person in the home offices’ job responsibilities and how best to communicate with them.

* Answer phones within 3 rings in a courteous and friendly manner
* Greet customers and make them comfortable while they wait
* Distribute mail and faxes daily
* Troubleshoot copier and postage machine issues
* Order office supplies
* Reconcile Players Card paperwork from properties
* Print invoices for Sales Dept.
* Schedule conference rooms and vehicles
* Enter new employees in Fusion
* Update phone lists
* Coordinate team member golf days and send the monthly golf flyers to the properties
* Prepare Fed-x - UPS
* Restock supplies including soda, water, coffee, office supplies as needed
* Assist with Human Resources tasks as necessary and as time allows

QUALIFICATIONS, EDUCATION AND/OR EXPERIENCE:

* A Receptionist must have a High School Diploma, or in the process of.
* Minimum 1-year reception and / or customer service experience.
* Outstanding customer service and communication skills
* Ability to read, write and organize documents efficiently.
* Receptionist must have the ability to read and comprehend simple instructions, short correspondence and memorandums. Must have the ability to effectively present information both in one on one and small group situations with guests and fellow team members.
* Ability to apply concepts of basic math
* Receptionist must have the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. They must have the ability to interpret a variety of instructions furnished in written, oral or schedule form.
* Able to work well under pressure and balance multiple priorities and assignments
* Must be change adaptive, flexible, and empathetic
* Must be highly customer oriented and responsive with a high need for closure
* Demonstrated initiative – ability to think, work, and make independent decisions based on sound judgment
* Excellent written and verbal communication skills
* Must be comfortable working in a fast paced environment where continuous improvement is expected
* Must be able to consistently achieve high work standards; attention to detail, and dependability a must.
* Must be able to problem solve – working at times with limited information and still ensuring the guest is taken care of.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the team member must:

* Sit for extended periods of time,
* Type extensively and use handset or headset for answering phones for extended periods of time
* Have the ability to lift 50 pounds occasionally.

BENEFITS AND PERKS:

Oki Golf offers an impressive collection of benefits! Some benefits include:

(35hrs + per week) may be eligible for:

* Medical/Dental/Vision/Telehealth Coverage
* FSA options
* Company paid Life Insurance and Long Term Disability
* 401(k) with company match
* Paid Vacation

(30hrs + per week) may be eligible for:

* Medical/Telehealth Coverage
* FSA options

All Team Members:

* 401K with company match
* Golf Benefits, Meal and Merchandise discount
* Paid Sick Time
* Team Member Referral Program and more!

*Oki Golf is proud to be an equal opportunity employer. We are committed to creating an inclusive environment, and we welcome and encourage people of all backgrounds, perspectives, experiences, and skills to apply.*

*All employment decisions at Oki Golf are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. We will not tolerate discrimination or harassment based on any of these characteristics.*