

JOB OPENING ANNOUNCEMENT

Job Title: Front Desk Assistant

Report To: DDRV Manager

Department: Distant Drums

Job Vacancy: YAN-21-034

Status: Full-Time: Non-exempt

Starting Wage: DOE

Opening Date: 04/26/2021

Closing Date: Until Filled

POSITION DESCRIPTION:

The Front Desk Assistant receives and routes incoming phone calls and makes reservations for inquiring guest. Check in and out customers staying at Distant Drums RV Resort. Front Desk Assistant will provide other administrative services as assigned.

QUALIFICATIONS:

- High School Diploma or GED
- Ability to lift at least 50 pounds
- Service Oriented: Employee supports high-level customer service standards that generate return visits and word-of-mouth referrals from existing customers, and cultivates first time customers for return visits.
- Be able to operate various office equipment such as; postage meter, fax machine, copier, etc.
- Communication: Employee must display communication skills, both verbal and written, that professionally and effectively represent the business.
- Professionalism: Displays a professional appearance through dress, attitude and conduct as defined in the Distant Drums RV Resort Employee/Volunteer Manual.
- Must be at least 19 years of age
- Strong attention to detail required
- Must be able to follow written and verbal directions
- Must be flexible in hours and days worked
- Must be capable of working in a fast paced environment with multiple interruptions
- Ability to work well independently as well as on a team
- Availability to respond to resort needs during non-business hours while on-call
- Must have a valid Arizona Driver's License and be insurable with the Nation's auto insurance policy and sustain insurability throughout the duration of employment.

DUTIES AND RESPONSIBILITIES:

- **Customer Service and Satisfaction:** Observable activities that indicate strong knowledge of resort-quality customer service skills. These include reservations for guest, group request for reservations, meeting special needs requirements while supporting the strategies of the business, assessing customer satisfaction levels, and resolving customer complaints satisfactorily.

- **Clerical Requirements:** Working knowledge of reservation and point-of-sale software programs to successfully perform Front Desk Employee duties in addition to administrative functions. These administrative functions include adhering to cash-handling procedures, managing/recording inventory balancing reservation system.
- **Customer Records:** Clerk is responsible for confidentiality of customer records including personal information, reservations, and credit card/billing data.
- **RV Inventory:** Employee must have a working knowledge of the RV lifestyle (such as types of RVs, configuration of RVs and RV terminology)
- **Computers and Office Systems:** The employee must possess a working knowledge and of personal computers and other office systems. To be successful, this employee must work with reservations/sales software, fax machines and the office phone systems.
- **Perform other related duties as assigned.**

How to apply: Please submit your resume and application to:

Yavapai-Apache Nation / Human Resources

2400 W. Datsi / Camp Verde, AZ 86322

P: 928-567-1062 / Fax: 928-567-1064

www.yavapai-apache.org

INDIAN PREFERENCE:

Preference will be given to qualified applicants who are members of federally recognized Indian tribes. To be considered for Indian Preference, you must submit your Certificate of Indian Blood (CIB) with your application.

**WILL BE REQUIRED TO PASS A PRE-EMPLOYMENT DRUG SCREEN AND
COMPLETE A BACKGROUND CHECK WHICH WILL INCLUDE
FINGERPRINTING**