

PARAGON CASINO RESORT

Job Description

SPA LA VIE RECEPTIONIST

Department:	Spa La Vie	Reports to:	Spa La Vie Director
Job Code:	SPA01	License:	Non-Gaming
Position Code:	SPA003	Costing:	500-5000-5030
Pay Grade:	N4	Date:	10/24/24
EEO-1 Code:	5		

SUMMARY: Paragon Casino Resort, the world's leading spa, fitness and leisure firm. The Spa Front Desk Associate is responsible for greeting guests and members and must be well versed in the facility and the different services and amenities offered. The Spa Front Desk Receptionist is able to quickly develop strong relationships and trust, warmly welcome new clients, and answer inquiries. Additionally, the Spa Front Desk Receptionist may need to process transactions, handle money, and contribute to facility cleanliness.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Adheres to policies of Paragon Casino Resort.
- Reports any incident or accident to the Facility Manager.
- Submits all paperwork and financial reporting, when applicable, in accordance with Paragon Casino Resort.
- Develops and maintains accurate department maintenance procedures and checklists through routine preventative maintenance and repair.
- Maintains a monthly inventory of supplies and or products, when applicable.
- Becomes knowledgeable about the facility and its amenities in order to effectively communicate with members and/or guests.
- Participates in the Manager on Duty (MOD) schedule, if applicable.
- Helps ensure facility is only accessed by actual members and/or guests, and that it is safe and secure at all times.
- Greets each and every guest with a smile and direct eye contact.

- Goes the extra mile for members and guests by offering to make reservations, find directions, look up phone numbers, etc.
- Uses time efficiently throughout shift by checking equipment, locker rooms, gift shop stocks, inventory, etc. Ensures proper coverage when it's necessary to leave the area.
- Keeps area clear of clutter and personal effects.
- Informs co-worker(s) of pertinent information at the end of the shift. Maintains and updates staff communication book.
- Informs facility manager of any member, guest, or facility issues.
- Enrolls members and guests in programs. Makes reservations for spa services and personal training, when applicable.
- Receives payments for goods and services and properly accounts for the money. Reconciles daily sales, deposits, and receipts, when applicable.
- Assists staff with lifting and storing facility equipment, furniture, and products to help maintain facility and prepare for special events.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High School diploma but college degree preferred. or general education degree (G.E.D.) or equivalent combination of education and experience preferred.

Qualifications:

- Customer service experience.
- Previous experience handling money.
- Excellent communication, customer service skills, and work ethic.
- Efficient, well organized, and able to handle a variety of duties simultaneously
- Professional manner, discretion, and appearance.
- Excellent verbal and written skills.
- Energetic, enthusiastic and motivational.
- Strong team player.
- Proficient in appropriate computer skills and office equipment.
- Ability to lift 25 lbs.
- Availability to work nights, weekends and holidays.
- Availability to stand for long periods of time.
- This position required the ability to stand, stoop, kneel, crouch, bend, walk, and talk.
- The employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must understand and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.