

JOB DESCRIPTION

Name of the position / workplace: Residential Pool Receptionist

Organization Department: Lifestyle Services Department

Reports to: Lifestyle Services Manager

Job description:

- Greet and check in residents and guests upon arrival at the pool area, ensuring only authorized individuals are using the facility
- Monitoring pool rules compliance
- Address and resolve any resident or guest concerns, complaints, or issues related to pool use, amenities, or behavior.
- Report any rule violations or suspicious activities to property management or security as necessary
- Conduct regular inspections of poolside furniture, equipment, and amenities to ensure they are in good condition and safe for use
- Improving overall resident experience
- Coordinating with relevant teams (security, maintenance, housekeeping) to address resident's needs or resolve any issues in a timely manner
- Performs other duties as assigned by superior

Education: IV level of education/qualification

Preferred competencies:

- Fluent in English language (spoken and written)
 - Knowledge of second or any further foreign language
 - Customer service oriented
 - Flexibility
- Driven to always take customer expectations above and beyond