



Rental Attendant

FLSA Status: Non-Exempt
Department: Lodging
Reports: Director of Property Services, Dept. Managers and Supervisors

General Purpose:

To be a high quality, productive member of the Lodging Dept. team and consistently provide World Class Service to all our Members and customers.

Essential Duties:

- ◆ To properly follow all rules, guidelines and operating procedures
- ◆ To prepare and stage rental carts for distribution
- ◆ To keep carts clean and charged
- ◆ To maintain carts in excellent condition and address all maintenance needs
- ◆ To effectively execute key control procedures
- ◆ To prepare cart cards with proper spelling and information
- ◆ To read the arrival and departure report and handle distribution and gathering cart returns
- ◆ To maintain the cart rental board in a neat, legible and up-to-date status
- ◆ To communicate with the desk on all cart distribution (returns, change outs, rentals, DNR, etc)
- ◆ To keep the cart rental areas in a neat, clean and organized condition
- ◆ To use equipment and supplies safely and appropriately
- ◆ To use and operate the cart rental software program
- ◆ To properly charge and track cart wash and other revenues
- ◆ To help members and guests with cart usage and fulfill reasonable requests for assistance
- ◆ To handle rental bicycles for distribution, delivery, pickups and returns
- ◆ To assist with Mansion operations as they pertain to the Lodging Department
- ◆ To assist with the Lodging operations and the associate responsibilities
- ◆ To help keep the entire area looking neat and clean of debris
- ◆ To daily discard trash and recycling in the proper waste station areas
- ◆ To report any damages in a timely manner so repairs can be made
- ◆ To help monitor inventory levels of operational supplies
- ◆ To help promote goodwill and a positive work environment at all times
- ◆ To take on new and different tasks as determined by your supervisors or managers

Education/Experience:

Thorough knowledge of the hospitality industry and the need to positively and happily communicate and interact with customers while consistently providing an upbeat and focused service experience. Strong commitment to excellence and continuous self-initiative to produce quality work and service.

Language Skills:

Ability to read and speak English may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English speaking customers or co-workers, the manuals for the equipment the associates may use are in English).

Vision Requirements:

Regularly uses close, distance, color, and peripheral vision and depth perception. Ability to adjust focus.

Reasoning Ability:

May be called upon: to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee 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 of this job, the employee is regularly required to stand, walk, reach with hands and arms, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 100 pounds.

Environment/Noise:

Noise level is moderate.

Licenses:

A Driver's License which is valid per the SCDMV for the operation of a motor vehicle in the State of SC

Job Knowledge, Skill, and Ability Preferences

- ◆ Ability to operate "cleaning and maintenance" type equipment including but not limited to air compressors, pressure washers, blowers, trucks, carts, etc
- ◆ Knowledge of Information Technology applications, telephone use and computer use

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job description when circumstances change; e.g., emergencies, rush jobs, changes in personnel, workload, technological developments, etc.

"I have read this job description and certify that I can perform all essential job functions without a significant risk of the health or safety to myself or others that cannot be eliminated by reasonable accommodation."

Signature

Date