

Grand Panama Owner Services Front Desk Role and Responsibilities

Role: The Owner Services Front Desk serves as the primary liaison between property owners and the Grand Panama management team. This position manages packages, facilitates parking and pet registrations, provides information, and ensures a seamless experience for property owners and their guests.

Responsibilities:

- **Owner Information Management:**
 - Utilize software to access owner information, including but not limited to email addresses, pet details, access codes, and VRC numbers.
- **Package Management:**
 - Oversee the receipt and secure storage of packages delivered for owners in the designated package area within the conference room.
 - Promptly notify owners of package arrivals via email and/or phone calls to facilitate timely pick-up.
 - Maintain an organized and secure package storage area to prevent loss or misplacement.
- **Communication:**
 - Utilize software system to locate email or phone numbers to call owners regarding pertinent information, such as package arrivals or general questions.
 - Utilize Grand Panama (850-238-8988) phones to answer general property questions from owners and guests.
- **Parking and Pet Registration:**
 - Guide owners through the registration process on the grandpanamacoa.com website and Park N Spot for vehicle and pet documentation.
 - Inform owners of the associated fees (parking and wristbands are a bundled cost):
 - \$55.00 for the resort fee that includes one parking pass and wristbands
 - \$35.00 for the second vehicle (if purchased together or onsite at Grand Panama)
 - \$50.00 per pet, 1-7 days and \$5 additional per day after 7 days
 - \$55.00 per motorcycle
 - \$55.00 per trailer (Bike Week only)
- **Access Management:**
 - Ensure that all access information is kept confidential and secure.
- **Work Order Management:**
 - Utilize software system to create work orders for common areas.

- Assist owners in submitting work orders.
- **Supplies Management:**
 - Monitor inventory levels of essential items, such as parking passes and pet sleeves.
 - Blue - ESA
 - Green – Owner
 - Lime Green – Guest
 - Red - Service
 - Ensure an adequate supply of pet sleeves, particularly the lime green ones for regular pets, as they are in high demand.
 - Maintain sufficient stock of armbands for guests and owners.

Accountabilities:

- Handle all owner information with confidentiality and accuracy.
- Provide timely and effective communication to owners and guests.
- Accurately process registrations and associated fees.
 - Credit Cards only
- Ensure the owner services area is organized and operates efficiently.
- Oversee the prompt creation of work orders when informed of common area issues

Authorities:

- Access the owner information platform and software to retrieve and update necessary details.
- Communicate directly with owners via phone or text for official purposes.
- Process credit card only payments related to parking and pet fees.
- Order supplies, such as parking passes and pet sleeves, to maintain necessary stock levels.
- Create and manage work orders within Vantaca for common areas and assist owners with their individual work orders.

This description delineates the role of the Owner Services Front Desk, promoting efficient operations and exceptional service at Grand Panama.