

Position Title: Front Desk Staff**Position Overview:**

This position reports directly to the Front Desk Manager and/or Business Manager and is responsible for providing customer service, including reservation management.

Responsibilities:

- Creating and editing customer reservations.
- Cash handling.
- Checking customers in and out.
- Answering phones, emails, text messages.
- Face-to-face customer assistance.
- General office work such as creating documents.
- Light cleaning of the office space, store area, and office restroom.
- Maintaining store stock.

Qualifications:

- A pleasant work attitude and a willingness to work as part of a team or independently as needed.
- Basic computer skills, including familiarity with creating documents and spreadsheets.
- Strong communication skills to work with customers face-to-face and via telephone.
- Willingness to learn campground systems, policies and procedures.

Position Requirements

- Part-time, 20+ hours available per week.
- Some evenings, weekends, and summer holidays required.
- Seasonal position, April through October.

Pay and Benefits

- Hourly Position, \$16 per hour starting pay.
- 401k eligibility after six months employment (if 18 years and older), with company 3% Safe Harbor Contribution and Profit Sharing.
- Campsite discounts.
- Merchandise discounts.
- Use of all campground facilities, including pools and fitness center.