



Campground Office Clerk

Reports To

Pachena Bay Manager

Competencies

- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Cultural Sensitivity - Promotes an inclusive environment exemplified by understanding all cultural groups.

Job Duties

- Adhere to all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures
- Be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform
- Ensure outstanding customer service is provided to all guests throughout their stay at the campground
- Maintain an ongoing knowledge of site locations, rates and policies
- Proactively attend to guest complaints in a professional manner
- Taking reservations in person, by phone and online

Job Requirements

- High school diploma, GED, or equivalent
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions required
- Ability to effectively communicate both verbally and in writing
- Ability to work individually as well as part of a team

Work Conditions

- Flexible hours including nights, weekends, and holidays
- Interaction with customers/clients, and the public at large