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Position Title: Customer Service Representative

Position type: Contract (March 12, 2018 to November 9, 2018)

Location: Shady Grove Campground

Goal/Outcome

The Customer Service Representative is the guest's first point of contact at the campground and over the phone. This person makes sure that campers and visitors have a great first impression of the campground and their needs are fulfilled.

Essential Functions

The Customer Service Representative is responsible for a wide array of duties like greeting the incoming campers and visitors, directing them in the right direction, solving queries if any, maintaining related records, answering phone calls and emails, providing information to the guests, and handling aspects of customer service for the campground's successful operation.

Duties and Responsibilities

- Register campers and visitors upon arrival
- Greet and assist visitors, answer questions and explain regulations which apply to them.
- Distribute maps, copies of park rules and regulations, be familiar with local points of interest.
- Monitor arrivals and departures of campers and guests.
- Provide volunteers with updated information detailing site occupancy.
- Handles visitor requests and complaints by communicating with the Campground Supervisor or others as needed.
- Uses Department's reservation system to handles site transfers, cancelations and processes refunds as needed.
- Answers the phone and returns messages as needed.
- Invoices the County weekly for contracted services rendered.

Qualifications

- Must possess good basic math skills and the ability to organize paperwork.
- Some computer knowledge
- Ability to work efficiently with frequent interruptions
- Good communication skills and customer relations are a must
- Ability to get along well with people.
- Ability to remain calm and friendly when confronted with upset visitors.
- Must be able to work a schedule that may include holidays, weekends and nights
- Must be available to work March 12th-Nov 9th 2018

Supervision and Training Provided

Supervised by Campground Supervisor. Trained in department's campground registration software procedures, rules and regulations.

Pay

\$350/Week for 35 Weeks = \$11,900 for the 2018 season (March 12 - November 9)

For more information or to apply, please call Carrie Toth at 770-781-2215