

Posted 12.22.17

**Position Title:** Campground Supervisor

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

**Location:** Shady Grove Campground

Most campers share a few common simple needs: clean facilities and a quiet and friendly place where they can relax and enjoy the great outdoors. Shady Grove's campground supervisor helps to make this happen. They act as emissaries of the Forsyth County Parks Department and can make the difference between an adequate and an excellent camping experience. The Campground Supervisor oversees the campground facilities and daily operations including customer service and fee collection. They support both the daily functions of the campground as well as the long-term plans for operating within budgeted guidelines and guest service expectations. The Campground Supervisor is responsible for the ongoing compliance with all Forsyth County Parks and Recreation Department's requirements, policies, and regulations as well as the Department's policy and procedure. A major focus of this position is handling customer service and oversight of the volunteer campground host program.

**Goal/Outcome:** The Campground Supervisor makes sure that all functions of the gatehouse are being coordinated and that camper needs are being fulfilled. The Campground Supervisor also acts as the lead resource for volunteer camp hosts. The Campground Supervisor directs the Volunteer Camp Hosts and ensures that campground facilities are maintained and daily operations run smoothly.

#### **Essential Functions**

- Ensures gatehouse is tidy and has all necessary forms, maps, and office supplies on premise at all times.
- Supervise and schedule Customer Service Rep and Volunteer Campground Hosts to maintain adequate coverage and site preparation for incoming guests.
- Communicates with the Campground's Crew Leader about needed repairs, maintenance, and bathhouse supplies.
- Handles visitor requests and complaints by communicating with the appropriate personnel (Crew Leader, Park Ranger, etc.)
- Maintain files and reports as directed by the operations supervisor.
- Maintains and enhances a guest focused culture in all areas of responsibility

#### **Duties and Responsibilities:**

- In collaboration with FCPRD Staff; motivates, evaluates and directs customer service rep and volunteer hosts to ensure adequate guidance and resources to accomplish established goals and objectives. Ensures that all team members receive the training, support, guidance, feedback and resources necessary to successfully perform their required duties
- Operate the campground reservation system - Vermont Systems - Rec Trac
- Assists Customer Service Rep registering guests 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
- Oversee camp site use (how long the campers have been at the park, number of visitors/site, number of cars/site)
- Monitor campground facilities (sites, bathrooms) to make sure they are kept according to standards
- Manage maintenance supply inventory and order as needed
- Maintain a daily weekly or monthly schedule for the Customer Service Rep and volunteer hosts
- Keep a written report of complaints and criticism of park facilities, report situations that could affect the health and safety of visitors, and report any maintenance items which need immediate attention. May maintain other written records as requested.

Posted 12.22.17

- Demonstrate an on-going commitment to delivering excellent guest service and to ensure that staff members are delivering excellent guest service
- Operates county vehicles in and out of the campground
- Maintains and enhances a guest focused culture in all areas of responsibility
- Invoices Department weekly via email for contracted services rendered

### **Qualifications**

- High school diploma or equivalent.
- Must possess good basic math skills and the ability to organize paperwork.
- Ability to work independently. Requires the ability to analyze complex problems, evaluate alternatives and make sound decisions as to course of action.
- Ability to work efficiently with frequent interruptions.
- Good communication skills and customer relations are a must.
- Ability to work with others.
- Ability to effectively communicate and delegate work plans and team goals
- Must be able to work a schedule that may include holidays, weekends and nights
- Ability to effectively use computers for word and data processing and records management. Experience with and the ability to operate Microsoft Office software, including Excel, is required. Must possess skill in using computers and other office equipment; in composing correspondence; managing filing systems; gathering and summarizing information; and in planning, organizing, prioritizing, and executing complicated and continuing assignments.
- Requires knowledge of and experience in general accounting principles.
- Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, employees, guests, and the general public.
- Ability to communicate effectively orally and in writing; and the ability to follow oral and written instructions. Must possess sufficient written and verbal communication skills to be able to interact with a diverse general public, guests, co-workers, employees, vendors, and agencies in a professional manner, developing rapport and enhancing business relationships. Must have legible handwriting.
- Must possess conflict resolution skills.
- Ability to effectively communicate and delegate work plans and team goals to a staff.
- Ability to provide quality customer service and to ensure that staff members are providing quality customer service.
- Good manual and physical dexterity in combination with good physical fitness.
- Ability to react calmly and quickly in emergency situations
- Must possess a valid driver's license and meet the Motor Vehicle Record and Background check requirements of the Parks Department.

### **Supervision and Training Provided**

Supervised by FCPRD NRD Manager or his designee.

Trained in campground registration procedures, rules and regulations, and host responsibilities.

### **Pay**

\$475/Week for 35 Weeks = \$16,625 for the 2018 season (March 12 - November 9)

**For more information or to apply, please call Carrie Toth at 678-455-8388**