

## JOB DESCRIPTION

### CAMPGROUND FRONT DESK CLERK

#### POSITION SUMMARY

The Front Desk Clerk fulfills a variety of customer service needs in support of successful operation of Gulf State Park's campground. Reporting to the Campground Manager, this individual works closely with maintenance, groundskeeping, and pool staff and volunteers to provide the park's overnight guests with the most enjoyable experience. As the face of the park, it is important that the Front Desk Clerk treats all visitors with kindness, empathy and respect at all times.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide a seamless check-in process for campground guests by compiling check-in packets in advance, collecting any payments owed, and explaining park operational changes that may impact the visitor experience
- Assist future guests with reservations via phone and email as well as respond to general inquiries about Gulf State Park
- Follow procedures for collecting and handling of currency.
- Monitor campground and storage entrance gates.
- Inspect campground facilities, identify maintenance needs and hazards, complete basic facility repairs, and submit work orders as needed, ensuring timely completion.
- Enforce all safety rules in and around the campground, contacting security and law enforcement rangers as needed.
- Maintain knowledge of general park information and the gulf shores and orange beach area in order to answer guest questions and offer local recommendations for inquiries related to RV repair shops, grocery stores, and other services.
- Build a high-level of proficiency with the reservation system (Reservation Dynamics) and point of sale system.
- Use conflict resolution strategies to provide solutions to dissatisfied guests, referring high-level issues to management as needed

#### KNOWLEDGE, SKILLS AND ABILITIES

- Communicate clearly and effectively with the ability to prepare and present accurate reports via use of email, Word, and Excel.
- Availability to work a variety of shifts and nonstandard hours, including nights, holidays and weekends.
- Successfully multitask in a fast-paced work environment while collaborating with fellow employees and senior management.
- Ability to use problem solving, conflict resolution, and time management skills
- Possess a valid driver's license.



## REQUIRED EDUCATION AND EXPERIENCE

Must possess a high school diploma or equivalent. As an entry level position, prior customer service experience is not required, but is desired.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, sit, stoop, kneel, bend, twist, crouch, walk, talk and hear; use their hands to operate a computer and phone; and reach with their hands and arms. The employee must occasionally lift and/or move over 50 pounds.

## WORK ENVIRONMENT

While performing the duties of this job, the employee will occasionally be in an outdoor weather conditions, including extreme weather conditions –high heat and humidity in the summer and cold, windy conditions in the winter. The employee frequently works in an indoor, climate-controlled environment with several other staff. The office is busier and louder on check-in dates during holiday weekends, the peak summer season and the first of each month during the winter (snowbird) season.

## ADDITIONAL INFORMATION

The starting pay for this position is \$10.19 to \$10.44. After 10 months of work, an evaluation will be conducted prior to the mandatory layoff period of two months. Based on the employee's performance and skill level, this individual may be rehired (after the required 2-month layoff) in the same department or transferred to another department within the park if there is an opening.

If interested, please send a completed application to [gulf.statepark@dcnr.alabama.gov](mailto:gulf.statepark@dcnr.alabama.gov).

Link to Gulf State Park Application:

<https://www.alapark.com/sites/default/files/2019-08/State%20App%20for%20Gulf%202.pdf>

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