



Kay Ivey
GOVERNOR

STATE OF ALABAMA
DEPARTMENT OF CONSERVATION AND NATURAL RESOURCES

Gulf State Park
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www.alapark.com



Christopher M. Blankenship
COMMISSIONER

Edward F. Poolos
DEPUTY COMMISSIONER

Gregory M. Lein
DIRECTOR

Campground Front Desk Clerk

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, and respond to general inquiries about Gulf State Park
- 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 information.
- Availability to work a variety of shifts and nonstandard hours, including nights, holidays and weekends.
- Ability to use problem solving, conflict resolution, and time management skills

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:

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.

This is a full-time (40 hours) position. The work schedule for this position will include the ability to work some holidays and weekends. The starting pay for this position is from \$10.19 to \$10.44. The starting pay will be determined at the time of hire based on qualifications. If interested, please send a completed application to gulf.statepark@dcnr.alabama.gov.

Link to Gulf State Park Application:

<https://www.alapark.com/sites/default/files/2019-08/State%20App%20for%20Gulf%20202.pdf>

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