

MANZANITA LAKE CAMPER SERVICE STORE



Job Description

POSITION: Reservations Clerk

DIRECT REPORTING TO: General Manager

CLASSIFICATION: Seasonal, Part Time or Full Time, Non-Exempt

SALARY: T.B.D.

QUALIFICATIONS:

Required:

- Must be bondable
- Must be at least 16 years of age
- Knowledge about visitor services and amenities in the park
- Willing and able to work weekends, nights, and holidays
- Strong Communication Skills
- Positive attitude towards campground environment
- Genuine concern for guests, camping and lodging experience.
- Able to work with limited supervision
- Able to follow direction and work in team environment
- Possess a valid Driver's License with clean 3 year record and be 21 year old if driving for the company

Preferred:

- Experienced in recreation industry

GENERAL FUNCTION:

Lead clerk for the reservation desk in the store.

DUTIES AND RESPONSIBILITIES:

- Knowledgeable about kayak rentals and cabin reservations.
- Greets cabin guests, assist with check-in/out.
- Ensure prompt and courteous service to all guests. Resolves guest disputes in a diplomatic consistent manner as developed by management.
- Notifies supervisor immediately any time a guest is not 100% satisfied with experience,
- Manage reservation database.
- In coordination with General Manager, is responsible for social media posting including but not limited to Facebook, Instagram, Pinterest, Twitter, etc.
- Maintains proper controls for safeguarding assets, including but not limited to rental fleet, cabins, inventory and equipment.
- Maintains a professional relationship with all agencies, contractors, vendors, and customers.
- Ensures the safety of all guests by providing them information on EM preparedness, heaters in the cabins, fire pit safety and what to do in an emergency.
- Communicates efficiently and timely with management ,
- Adheres to the Company dress Code while on duty
- At times may be required to assist other co-workers to complete tasks that may not be included within this document.
- Maintain and protect the confidentiality of all data/information related to specific job assignments and The California Parks Company in general.
- Be a willing member of The California Parks Company, performing all duties and functions as assigned to the best of his/her ability.

PERSONAL PROTECTIVE EQUIPMENT:

The Reservation Clerk will use various tools and equipment on a daily basis. Footwear required shall be a high quality closed toe shoe athletic shoe with ankle support and non-skid sole. No open toe sandals or flip flops will be allowed on the job. The Reservation Clerk will be knowledgeable in the safety practices and standards set by the company, relative to the work environment he/she operates in.

Physical Standards: Job demands a flexible and varying work routine. Requires the ability to lift and/or carry 50+ lbs., grasp, hold, bend, kneel, sit, stoop, twist, push, pull, walk, and stand on a regular basis. Ability to use step stool, and/or climb ladder. Must be able to work outside, daily, in all weather conditions-including 100+ degree temperatures. Eye-Hand coordination.

PHYSICAL FUNCTIONS:

Physical requirements: O-Occasional (1-33%), F-Frequent (35-66%), C-Continuous (67-100%)

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|------------------------|----------------|-----------------|--------------------|
| 1) Standing-F | 6) Pushing-O | 11) Kneeling-O | 16) Hearing-C |
| 2) Walking-F | 7) Pulling-O | 12) Crouching-O | 17) Seeing-C |
| 3) Sitting-O | 8) Climbing-O | 13) Reaching-F | 18) Depth Percep-F |
| 4) Lifting- F 50# max | 9) Balancing-O | 15) Handling-F | 19) Color Vision-F |
| 5) Carrying- F 50# max | 10) Stooping-O | 16) Speaking-C | |

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.