

Bakersfield River Run RV Park

Job Description

Employee Name: _____ Job Title: **FRONT DESK/STORE CLERK**
Reports To: Store Manager/Campground Manager FLSA Status: Nonexempt

PURPOSE STATEMENT Responsible for all guest registrations and reservations, front desk activities, and/or store sales, under general supervision.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. The list of duties and responsibilities are not listed by importance or priority. Other duties may be assigned.

- Takes reservations and register overnight campground guests. In Person, over the phone or by e-mail.
- Processes rent payment for residents.
- Greets general public professional and cheerfully.
- Gives complete instructions about the campground and travel/tourist information.
- Purchases and orders office and store supplies and materials as directed by supervisor.
- Operates office machines such as facsimile, adding machine, labeling, and copying machines.
- Routes incoming mail and prepares outgoing mail.
- Writes, types, or enters information into computer to prepare correspondence, bills, statements, receipts, checks, or other documents, copying information from one record to another as directed.
- Takes complaints, suggestions, and requests from residents of campground. Takes care of emergency and "immediate need" situations when managers not available.
- Follows all office procedures.
- Follows scheduled stocking and cleaning programs.
- Light cleaning of office.
- Files.
- Responsible for opening and closing the office.
- Follows up on account receivables.
- Receives money from customers and deposits money in safe as directed. Proper procedures and documentation are to be followed.
- Answers telephone and gives information to callers or routes call to appropriate staff .
- Distributes messages.
- Responds to inquiries by mail, e-mail, and phone.
- Ability to acquire Food Handler Certificate within 30 days of hire.
- Fills Propane Bottles and Motorhome propane tanks.
- Tests Pool and Spa Chemicals.

EDUCATION and/or EXPERIENCE High school diploma or general education degree (GED); six (6) months related experience and/or training; or equivalent combination of education and experience. Must be able to demonstrate skill and proficiency in data entry.

LANGUAGE SKILLS Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively communicate one-on-one and in small groups to customers and co-workers.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving customers.

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. Standing: 70 % of the time, on flat surface; Sitting: 5% during breaks; Walking 25 % 2 to 25 feet; Lifting and Carrying: boxes (up to 40 lbs), average 6 times per day 0-50 feet; Pushing/Pulling: 5 lbs. of push pressure, 6 times a day; Bending : from knees, 5 to 15 times per hour.

OTHER QUALIFICATIONS The ability to establish and maintain, foster, positive, and harmonious working relationships with those contacted in the performance of duties. Must keep pace with demand from customers and co-workers during peak busy hours. Needs to be able to have flexible hours. Must be bondable. May need own transportation and/or have a valid driver's license.

I have read and understand the requirements of this position. If I do not understand any part of this job description, it is my responsibility to seek clarification. I know of no reason why I cannot meet the requirements of this position and perform all duties satisfactorily

Signature: _____ Date: _____

If accommodation is required please specify: _____
