

Position: RV Camp Host
Reports To: Property Manager
Effective Date: September 15, 2020

Classification: Non-exempt
Approved By: Human Resources

Purpose

The primary responsibilities of an RV Camp Host are greeting guests, providing information about the RV Park and facilities, answering questions, daily maintenance and cleaning, and serving as liaison between Park guests and Park staff.

To perform this job successfully, an individual must be able to perform each primary responsibility 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 primary job duties.

Job Duties and Responsibilities

This job description is intended as a summary of the primary responsibilities of and the qualifications for the position. The job description is not intended to be inclusive of all duties an individual in the position might be asked to perform or of all the qualifications that may be required now or in the future. We will not ask you to perform a task that is inherently unsafe or that you are not adequately trained to perform. When we do ask for your assistance with any job we expect an enthusiastic and cooperative response.

Essential Duties

Performs any combination of the following duties for guests to turn a possible visitor into a customer and performs related duties as assigned including, but not limited to:

- Greet and assist visitors and guests. Handle requests for RV spaces received by phone, e-mail, or customers at desk.
- Inform guests about property rules and distribute information to guests concerning rates, availability of spaces, description of facilities and services.
- Assist guests with registration and check-out processes. Keep records of space availability and guests' accounts, manually or using computer.
- Compute bills and collect payment for guests, including processing credit or debit card transactions, and accurately document.
- Must be observant for activities within the property requiring immediate attention, ranging from a tree needing to be trimmed to a problem guest.
- 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 and promptly communicate to supervisor.
- Maintain clean facilities including emptying trash containers, sweeping floors, cleaning bathrooms. Pick up litter throughout the property.
- Comply with all Camp Host duties, Company policies and procedures
- Attend training sessions and courses as may be required

Job Duties

- Distribution information about area attractions and sight-seeing opportunities.
- May make restaurant, transportation, or entertainment reservation, and arrange for sight-seeing or other tours. Answer inquiries pertaining to travel directions.
- May rent dock space at marina, if applicable
- Other duties as assigned

Employee Relations

Able to work effectively with the public

Able to work with a diverse public and to provide quality customer service

Able to communicate well with others, both verbally and written

Supervision

Works under the general supervision of the Property Manager

Competencies

Understand and follow oral and written directions

Ability to handle job stress and interact effectively with others in the workplace

Education

High School graduate or GED equivalent

Licenses or Designations

Valid driver's license

Physical Work Demands

The performance of the position may regularly require exposure to indoor and outdoor work environments with seasonal heat and cold or adverse weather conditions.

Ability to move about inside the office to access file cabinets, office machinery, etc.

Ability to physically get out and make rounds through RV Park

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

Hearing

Occasional stooping, kneeling, crouching, crawling, climbing, balancing, reaching, or bending at the waist

Mental Work Demands

Regular and on-time attendance

Hours may exceed 8 hours in a day and/or 40 hours in a week

May work weekends, holidays and nights

Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required and not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with this job.

Certification

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature

Date

Printed Name