

# Wisconsin Riverside Resort

## Job Description

### Job Title: Campground Office Clerk

Department: Camp Store  
Reports to: Campground Office Manager

#### **Summary of Job:**

You are the first point of contact customers have with Wisconsin Riverside Resort, whether by phone or in person. Responsibilities include making reservations for the campground and for canoe, tube and kayak rentals, assisting customers that come into the store, transferring phone calls to other departments and communicating with management. Greet and assist guests, answer questions and explain rules. Distribute maps and other information, give directions and be familiar with local points of interest and the location of services that might be requested by campers such as repairs, groceries, churches, tourist attractions and local events. Must be extremely detail conscious and have a pleasant personality in order to maintain cheerful, courteous sales techniques and excellent customer service.

#### **Qualifications:**

A willingness to follow procedure, complete tasks in a timely, accurate, and efficient manner, maintain proper attendance, and comply with company policies. Effective multi-task in a high paced environment.

#### **Physical Demands:**

Long periods of standing, walking and lifting up to 25 pounds.

#### **Duties and Responsibilities:**

- Knowledge of Campspot computer program to take reservations for camping - will train.
- Knowledge of Checkfront to assist customers making canoe, tube and kayak rental reservations - will train.
- Knowledge of Liza's Lagoon and all of Wisconsin Riverside Resort amenities, including general knowledge of the restaurant and bar.
- Checking in campers and assisting them with general questions about the resort and the area.
- Responsive to guest inquiries and concerns in a friendly courteous helpful manner.
- Stocking shelves, coolers and freezers when needed.
- Assist with general cleaning when needed.
- Observe all safety rules; employ safe work procedures when performing the job.
- Present a well-groomed professional appearance, including adhering to company uniform regulations and practice good personal hygiene at all times.
- Adhere to procedures and policies regarding collections, recording, balancing and submitting money from sales.
- Extend hospitality and courtesy to guests and other employees.