



# HFN Group of Businesses

## Job Description

<b>Job Title</b>	Guest Services Clerk (Campground)
<b>Classification</b>	Seasonal – Part-time and Full-time
<b>Work Location</b>	Pachena Bay Campground
<b>Reports to</b>	Campground Manager
<b>Budget Authority</b>	Nil
<b>Number of direct reports</b>	Nil

### Position Summary

This position involves clerical and custodial work at the HFN Group of Businesses campground. The Guest Services Clerk performs a variety of customer service, clerical and maintenance duties at the Campground.

The Clerk works as part of the hospitality team to ensure safe, positive experience for all guests.

The Guest Services Clerk is primarily responsible for the day-to-day reception and housekeeping operation of the campground ensuring that visitors receive exceptional customer service.

### Duties and Responsibilities

- Provide excellent customer service to all guests
- Develop relationships with guests, repeat and future guests to provide a personalized guest experience
- Answer phone calls and respond to guest emails in a professional, courteous manner
- Take and maintain reservations by phone, online and in person.
- Answer all inquiries, concerns or requests in a timely manner
- Keep office facility neat, clean, safe and sanitary.
- Handle cash and credit transactions accurately, including computing bill and obtaining payment.
- Promptly respond to and resolve issues raised by campground visitors and customers. If it cannot be resolved forward to the Supervisor.
- Courteously greet campground visitors and answer phone calls. Check in guests, provide information about campground facilities and nearby attractions, sell firewood and other items. Stay current on local attractions, events and amenities.
- Stock and replenish office supplies
- Educates visitors on campground rules, walk the campground and ensures compliance with campground rules.
- Notify the Supervisor when issues arise regarding campground rules and policies.
- Notify the supervisor when issues arise regarding operations and equipment.
- Assist with cleaning and sanitizing all campground common areas including washroom facilities

- Perform assigned maintenance duties throughout the campground: reporting safety hazards and safety concerns to be manager.
- Assist with collecting and disposing of refuse and recyclables throughout the campground
- Comply with all Campground safety guidelines and be familiar with emergency procedures.
- Perform other related duties and tasks as required to meet the on-going needs of the organization.

### Operational Requirements

- Ability to work flexible hours including nights, weekends and holidays
- Willingness and ability to work overtime when required.
- Physical strength, agility and coordination to perform the work.
- Ability to interact with customers and the public at large.
- Ability to work as part of a team.
- Ability to maintain all health and safety protocols.
- Ability to maintain confidentiality.
- Maintain a high level of professional appearance, accountability, demeanor and ethics.
- Ability to comply with all relevant legislation and regulations, WCB regulations/OHS Standards, and HGB Human Resources Policy,
- Successful background checks, including Police Information Check, employment verification, reference checks, and education/credential verification.

### Qualifications and Experience

- Completion of Grade 12 or equivalent (preferred)
- WHMIS Certificate
- Previous work experience in the camping, housekeeping, custodial or customer service industries
- Experience working with Microsoft Office or equivalent software applications including electronic cash and point of sale systems
- Strong working knowledge of reception and custodial methods, practices, and techniques
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions required
- Great customer service, communication and organizational skills
- Ability to work effectively, professionally and courteously with other staff.
- Ability to effectively communicate both verbally and in writing and understand and follow oral and written instructions.
- Ability to be diplomatic and pleasant under stressful conditions.
- Ability to work with little supervision at a fast pace
- Ability to work individually as well as part of a team
- Knowledge of Huu-ay-aht First Nations goals and aspirations.
- Demonstrated ability to model HFN Sacred Principles: **?iisaak** (Greater Respect), **?uu?atuk** (Taking Care Of), and **Hišuk ma cáwak** (Everything is One)

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(Employee Name)

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Date

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Manager

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Date