

# CAMPERS HOLIDAY EMPLOYMENT OPPORTUNITY

## Gatehouse Employee Job Description:

This position is primarily responsible for offering a high level of customer service to both campground customers and our resident owners.

These positions are supervised by the President of the Campers Holiday Association.

## SKILLS NEEDED:

Customer Service experience in a fast-paced environment.

Ability to be comfortable multi-tasking in an often- hectic environment.

Basic Computer Skills, Experience with Excel spread sheets formats.

Availability to work Saturdays, if required on occasion.

Phone call answering skills, pleasant business-like disposition.

Team Oriented, with Good Problem-solving skills.

## JOB DUTIES INCLUDE:

Opening and Closing the gatehouse office area, in accordance with established procedures.

Facilitation of the campsite's reservation process, which includes accepting deposits as well as payments for lot rents, key deposits, electric metered site payments. There are various methods of payments, credit card machine, checks, or cash. All of which require a person to be able to accomplish either in person or over a phone.

Reconciliation of all daily income receipts in accordance with established procedures.

Greeting campers when they arrive with a prepared packet of information, to expedite settling them into their assigned sites. As well as acclimating them to our various amenities.

Answering general questions about our facilities.

Monitoring the incoming traffic at the gate, to ensure only those residents or expected guests and vendors are admitted to our gated community. Security of all our residents is paramount.

Answering phones in a friendly tone of voice, in timely manner, and returning calls left on the answering machine messages. Proper handling and answering of questions.

Or forwarding of a question to the correct person / board member that might be able to address the question more thoroughly.

Accepting U.S.P.S. mail deliveries, and the sorting of said mail to the resident's mailboxes.

Sale of U.S. Postage Stamps, in limited quantities.

Accepting package delivery service drop off's, such as: UPS. Fed-X , AOL etc.  
Notification of delivery to addressee, and the actual delivery to that addressee.

Sale of coins / quarters for our various laundry facilities within the compound.

Communicate with the Maintenance Staff, when appropriate.

Regarding request for work orders, and or payments from completed work orders not normally covered via the normal client established guidelines.

Informing the gatehouse supervisor when issues arise that are questionable or when said issues are outside the scope of the employee's normal area or level of responsibility.

Other Duties, as assigned.

Salary range is \$10.00 - \$12.00 per hour.

Hours will vary but should be between 24 to 32 hours per week.

Employment Application forms are available at the gatehouse during normal business hours.

President,

George Meadows