

Job Title: Front Desk Clerk

Company Overview

Cascades RV Resort is a premier destination for outdoor enthusiasts, providing a welcoming atmosphere and top-notch facilities for guests to relax and have fun. Our dedicated team is committed to offering exceptional customer service and ensuring all visitors have an enjoyable experience while staying with us.

Key Responsibilities:

The list of duties and responsibilities are not listed by importance or priority. Other duties may be assigned:

- Takes and/or cancels reservations. In Person, over the phone or by e-mail
- Review the Front Desk in Campspot to prepare for incoming guests.
- Verify guest check-outs, process their departures in Campspot, and run any outstanding balances.
- Ensure departing sites are clean and ready for new guests, including prepping the spots accordingly.
- Greets general public professional and cheerfully
- Gives complete instructions about the RV resort and travel/tourist information
- Operates office machines such as computer, phone, and copying machines.
- Takes complaints, suggestions, and requests from guests of RV resort. Takes care of emergency and "immediate need" situations when managers not available
- Follows all office procedures
- Light cleaning of office
- Filing
- Responsible for opening and closing the office
- Receives money from customers and process payments
- Answers telephone and give information to callers or routes call to appropriate staff
- Distributes messages
- Responds to inquiries by mail, e-mail, and phone
- Fills Propane Bottles and Motorhome propane tanks

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. While performing the duties of this job, the employee is frequently required to stand, sit, stoop, kneel, bend, twist, crouch, walk, talk and hear; use their hands to operate a computer and phone; and reach with their hands and arms. The employee must occasionally lift and/or move over 50 pounds.

Required Skills and Qualifications:

- Strong communication and interpersonal skills.
- Proficiency in using computer systems, including reservation software.
- Ability to work independently and manage time effectively.
- Attention to detail and organizational skills.
- Must work weekends and approximately 25 hours a week

Job Type: Part-time, 7 hour shifts

Pay: \$18.00 - \$20.00 per hour

Work Location: In person

*****Please email resume to dani@cascadesrvresort.com*****