Sallisaw/Fort Smith W. KOA Job Description

Job Title: **KOA Assistant Manager (Full Time, Year Round)**

**About Kampgrounds of America, Inc.**

Kampgrounds of America, Inc. (KOA), is the world’s largest network of privately owned campgrounds and the leader in outdoor hospitality. KOA has 525+ locations in the US and Canada, including a mix of franchised and company-owned properties. Founded in 1962, the mission of KOA is “connecting people to the outdoors and each other, “and those who represent the brand share the values of the being family-oriented, passionate, entrepreneurial, customer-focused, and progressive.

**Position Summary:** Your position as a KOA Assistant Manager includes multiple responsibilities. Your main goal is ensuring every guest has a memorable stay. This includes clean cabins and park facilities, problem solving skills, excellent customer service, and a great smile.

**List of duties:**

1. General maintenance duties, including campsite cleanup, trash pickup, power washing, using a volt meter.
2. Cabin, loft, pool, office, and restroom cleaning and maintenance as needed. This also includes cleaning and folding laundry, and changing dog waste stations.
3. Assisting guests as needed
4. Learning K2 system and registering guest
5. Store maintenance and sales
6. Counting and exchanging money
7. Dispensing Propane
8. Merchandise Orders
9. Scheduling using Home Base
10. Balancing money and deposits
11. Pool Maintenance
12. Staffing for the campground
13. Responding to campground reviews
14. Delegating task to employees and time management
15. Identify and solve critical issues/critical decision-making/troubleshooting
16. Operating of a vehicle/Golf cart/4 wheeler
17. Taking phone calls in a professional manner

**Physical Requirements:**

1. Must be able to lift and carry up to 53lbs
2. Ability to bend, stoop, kneel, and crouch is small spaces.
3. Able to work inside and outdoors in various climates.

**Job Requirements:**

1. Must be 18 years or older with a valid driver’s license.
2. Must be willing and able to work with children.
3. Has to be able to work weekends and work evening or morning shifts
4. Legal to work in the United States