

Rapid City KOA

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**2025 Supervisors Season Job Duties**

**SUPERVISOR**

* This position reports to the Manager but will have interaction with all of the campground staff.
* Lead by example and make sure staff is dressed appropriately and ready for shifts. Uniforms issued by Carla.
* Be drama free and ensure staff understands we are a drama free work environment
* Cover breaks/work any shifts that you cannot get covered
* Handle customer complaints/direct them to a manager
* Keep safe accurate and ready for use
* Let Manager know if we need/maintain supply of necessary supplies for the campground for seamless operation which can include but is not limited to: site maps, office supplies, printer inks, etc.
* Clearly communicate with co-workers, guests and, third-party vendors in a professional and courteous manner
* Proficient in Microsoft Office and other internet applications
* Accurate cash handling and accounting
* Resolving conflicts w/employees
* Making sure staff is working & focused and motivated
* Support/respect your staff and delegate duties. You should be doing cleaning duties also.
* Create & maintain a positive work environment
* Make sure work area is fully stocked at all times
* Work with and in other departments when needed
* Make sure staff are following company policies at all times
* Perform all other duties assigned
* Provide world class customer service
* Operation of specific campground service areas as designated by the Manager, including fostering and promoting a cohesive team who work well together and independently.
* Provide excellent and friendly guest service by being attentive, responsive and helpful to all guests needs.
* Be an advocate for a positive guest experience by greeting and waving at them.

**REQUIRED ABILITIES**

* Working knowledge of computers
* Knowledge of K2 Kampsite
* Ability to work both independently and part of team
* Reliable and dependable
* Ability to take and give direction
* Ability to be flexible to changing work environment
* Stock shelves, counters or tables with merchandise
* Willingness to work and help in multiple areas of the campground

**PHYSICAL REQUIREMENTS**

* Must be able to lift up to 50 pounds, lift and carry 25 pounds occasionally and 10 pounds regularly
* Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance
* Long periods of standing (75%), or sitting
* Ability to bend, stoop, kneel, crouch, and climb
* Requires the use of hands/fingers to handle or feel

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Signature Date