



Miles City KOA Journey Guest Service Representative

Become an Adventure Concierge at Miles City KOA!

Are you passionate about the great outdoors? Are you eager to be a part of a dynamic team? Well, we have just the place for you...

Our park is nestled in the historic town of Miles City, MT. You will be camped where Louis and Clarke once were! Our park is located right next to the Tongue and Yellowstone Rivers in the historic area of Miles City, MT. We have over 50 mature cottonwood trees that keep our park beautifully shaded throughout the season.

Our park is privately owned by TJ and Penny Potts who want all their employees to feel like family. As part of our team, you will expand your professional skills set while helping to ensure that lasting memories are created every week.

If you're looking for a rewarding job that facilitates the ultimate work-life balance, we invite you to apply for this role at Miles City KOA.

Reports to:

Penny Potts and TJ Potts

Job Type:

Seasonal, Full-Time

Overview:

As a Guest Service Representative (GSR), you will be a crucial member of the team as the first point of contact for our guests. All GSR's are responsible for providing attentive, courteous, and efficient service to all visitors prior to arrival and throughout their time on the grounds at Miles City KOA.

Miles City KOA values individuals who are outgoing, friendly, and positive when interacting with everyone! Miles City KOA is more than a typical campground with hospitality standards that are exceedingly high. Miles City KOA trains everyone in our methods and seeks to elevate employees from within so that we retain our best year after year!

Roles & Responsibilities:

- Provide a warm welcome upon arrival and throughout the entire guest experience.
- Assist guests with check-in and check-out processes.
- Offer details about campground amenities, services, and local attractions.
- Handle inquiries, requests, and complaints promptly and professionally.
- Maintain accurate guest records, ensuring confidentiality of personal information.
- Process payments and maintain cash handling procedures.
- Work with other campground departments to fulfill guest needs.
- Keep the office clean, organized, and presentable at all times.

- Assist with reservations and site assignments.
- Follow all safety and security protocols to help protect guests.
- Sign in inventory, stock coolers and shelves, and put supplies away.
- Maintain a clean front desk and store every day.
- Operate the Point-of-Sale system.
- Answer phones, return calls, Zings and respond to emails in a timely manner.
- Assist with campground activities, if/as needed.
- Cleaning of bathrooms, laundry room, cabins (after checkout) and pavilion area daily
- Cleaning outside signage, wobblers, windows etc
- Touching up with spray paint of pedestals, picnic tables, fire pits and water hydrants
- Touching up with latex paint of sign posts, picnic table canopies, and picnic tables
- If needed some light outdoor yardwork such as mowing sites might arise

Expected Results

- Demonstrate a positive attitude with guests, management, team members and vendors.
- Consistent management of arrivals, departures.
- Attention to detail when handling reservations and/or registering guests.
- Promotion of ancillary revenue streams.
- Meet Quality Assurance standards.
- Make our KOA the cleanest, most welcoming KOA guests have ever stayed at

Qualifications & Experience

- 2+ years in Guest Services preferred.
- Enjoys taking pride in the greater success of the property.
- Hospitality experience is preferred.
- Miles City KOA is an equal opportunity employer, and our representatives must uphold those values.

Benefits & Compensation:

- Seasonal, Full-Time (Late April to End-October).
- Pay ranges from \$15-\$18
- Opportunity to live on-site in your own RV
- Propane at cost
- Store purchases at cost
- Laundry use included at no charge

Schedule

- Up to 40 hours a week.
- May require overtime on occasion.
- Must be available to work weekends and holidays.

Physical Requirements:

- Must be able to lift up to 35lbs.
- Must be able to climb stairs.
- Ability to stand for long periods of time
- Some degree of physical fitness as the job may take you outdoors