**Front Desk Hospitality - Grand Canyon KOA**

Williams, AZ

**Description**

 The Grand Canyon KOA is an Journey campground  looking for enthusiastic people to join our front desk team. Located in beautiful Northern Arizona about an hour from the Grand Canyon, we are a seasonal park offering camping in RVs, Cabins, Deluxe Cabins & tents. Our goal is to create a great camping experience for our guests by offering excellent customer service.

Do you enjoy meeting new people from around the world? Like working outdoors and next to one of the natural wonders of the world? Want to be close to town but enjoy the stars at night? We want to talk to you!

WORKING HOURS & RATES

* The working hours for this position can be Monday through Sunday 7am-10pm with high activity on weekends and holidays
* $15 and up depending on your experience
* Successful applicants can expect between 15-40 hours per week depending on the occupancy of the park
* This position is seasonal April15 - October 31st. Ideally candidates are available for the entire season, but if not applicants available for at least 3 months will be considered
* Accommodation options available at a nominal fee for employees who meet minimum weekly work hours. More information on accommodation to be discussed during the interview process for interested applicants.

RESPONSIBILITIES

• Ensures customers receive a high level of service consistent with our customer service philosophy

• Learn and operate campground management system

• Communicate with all staff and management using Basecamp System

• Enforce campground policies and implement solutions consistent with goals of park

• Proactive guest management to ensure positive environment for all guests

• Coordinate with Guest Service staff for late guest arrivals

• Coordinate with Guest Service staff for problem resolution when applicable

• Assists with handling and resolving guest complaints

• Check in guests upon arrival and relay all pertinent information about the park & their stay

• Answer incoming phone calls helping guests make reservations & answer questions

• Facilitate guest ticket purchases for area attractions

• Cashier souvenir sales as well as stocking merchandise

• Check and answer guest emails and voicemails

• Utilize creative problem solving skills

• Complete various duties as assigned by manager which can include but are not limited to: light janitorial duties, assisting other departments in completion of tasks, overall support in daily performance of the campground.

**Requirements**

• Good customer service and communication skills

• Ability to multi task and prioritize

• Able to work with others and work independently

• Professional Appearance and attitude towards guests and fellow team members

• Communicate professionally and patiently

• Be on your feet during shift and able to lift at least 30 lbs.

• Ability to thrive in a fast-paced environment

• Demonstrate leadership abilities

• Intermediate computer proficiency including email, internet and Microsoft Office Suite

• Excellent verbal and written communication skills

• Must be able to work at high altitude – 7000ft.