



# Kampgrounds of America Job Description

**Job Title:** Guest Services Representative  
**Department (3 letter code):** OAK  
**Reports to:** General Manager or Designated Supervisor  
**FLSA Status:** Exempt  Non-Exempt   
**Supervisory Responsibilities:** Yes  No   
**Travel:** Yes  % No  **Revision date:** 8/1/2025

## Summary:

The Guest Service Representative (GSR) is responsible for providing attentive, courteous and efficient service to all guests prior to arrival and throughout their stay. Accommodate campground guests by registering, issuing keys, keeping proper record of occupied sites, making and confirming reservations and collecting payments. The GSR maintains a clean, well-stocked and organized store.

## Essential Duties and Responsibilities:

- Greet all guests approaching the front desk in accordance with KOA standards.
- Resolve guest concerns and complaints in a thoughtful manner while maintaining campground standards.
- Prepare reports as required, relating to shift checklist, and down-time reports.
- Answer inquiries from guests regarding campground amenities and local attractions.
- Ensure logging and delivery of all messages, packages and mail in a timely and professional manner.
- Establish and maintain good communications and teamwork with fellow associates and other departments within the campground and utilize proper radio etiquette.
- Adhere to policies regarding handling of cash drawer while following specific KOA cash and credit card handling procedures.
- Maintain high standards of professionalism, customer service, quality and cleanliness.
- Maintain store displays and inventory control as directed and communicate ideas and guest feedback.
- Increase revenues through up-selling strategies and profitability of ancillary income.

## Non-Essential Duties and Responsibilities:

- This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

## Required Education and Experience:

- Hear and speak the English language fluently
- Strong decision-making ability
- Ability to communicate, ability to manage conflict
- Working knowledge of operational procedures
- Comfortable in a fast-paced and high-pressure environment
- Ability to maintain confidentiality
- Able to work nights, weekends, and holidays

## Preferred Education and Experience:

## Physical Demands and Working Conditions:

- Work is performed indoors and outdoors and may involve exposure to varying weather conditions



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- Office work requires the ability to operate standard office equipment, computer, copier, keyboard, etc.
- Must be able to lift and carry up to 10 pounds regularly, lift or carry up to 25 pounds or more occasionally with assistance.
- Ability to stand for long periods of time.
- Ability to bend, stoop, kneel, crouch, climb, push, pull, reach overhead and move safely over uneven terrain.
- Use of repetitive motion, standing, bending, sitting, lifting, and walking.
- Noise levels may be moderate to loud.
- May be exposed to dust, pollen, grasses, landscaping, and various chemicals and moving mechanical equipment.
- Use of personal protective equipment required where necessary.
- Will experience occasional interruptions and shifting priorities.
- Valid driver's license required, this position may be expected to drive a motorized vehicle which requires close and distance vision, sitting, seeing and reading signs, traffic signals, etc.

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**Print Employee Name**

**Employee Signature**

**Date**