

We are looking for one more work camper couple for the summer of 2025 in Grand Lake Colorado from about May 6 to October 5.

We are looking for a front office and a grounds couple, who are friendly, dependable help with their own RV to assist campground operations. Front desk help includes, but is not limited to reservations, checking in guests, running the cash register, and superior customer service. KOA reservation experience is a plus but not necessary. Outside help includes, but is not limited to cleaning cabins, RV sites, restrooms/shower facilities, honeywagon, general maintenance, and overall housekeeping/maintenance. We are all team players and everyone works until the job is done. Must be in good physical health and able to stand for extended periods of time while working.

We are in the heart of the Rocky Mountains just two miles from the West entrance of the National Park., minutes from Grand Lake and pristine hiking, golfing, fishing, and boating. The campground offers 50 RV sites, 14 cabins, and 12 tent sites.

You will work 30 to 35 hours per week, each person. You will be paid \$14.81 (Colorado Min. wage) for the hours you work. Benefits are a free full hook up site, store discount, free laundry, and propane at cost.



## **FRONT DESK/GUEST SERVICES Job Description**

**Reports to:** Office Manager and/or Owner(s)

**Position Summary:** Responsible for guest reservations, registration, front desk, and store procedures while delivering great guest service!

### **Specific Duties:**

- ✓ Provide superior guest service over the telephone and in person, by being enthusiastic, attentive, friendly, and helpful
- ✓ Greet all guests with a positive attitude, a well-groomed appearance, and a smile 😊
- ✓ Handle all guest issues with respect by listening and acknowledging their concerns
- ✓ Follow all KOA guidelines and procedures regarding the handling of registrations, reservations, store sales and refunds
- ✓ Follow specific cash and credit card handling procedures and properly use the computer, cash register, credit card and various other front desk equipment
- ✓ Handle daily, weekly, and monthly scheduled stocking and cleaning duties as requested by the Office Manager and/or Owner(s) for all front office, store, and laundry facilities
- ✓ Promote local attractions, as well as the KOA system through Value Kard sales, referrals to other KOA's and being knowledgeable of all Estes Park and Rocky Mountain National Park has to offer.
- ✓ This job description is not a contract, nor intended to cover or contain an inclusive list of all activities, duties, or responsibilities. Other duties, responsibilities and activities are subject to unilateral change and revision by management with or without notice. Any written contractual agreements will supersede this job description

### **Expected Results:**

- ✓ All guests are greeted immediately with friendly, helpful, and professional guest service delivery
- ✓ Demonstration of a positive attitude with guests, management, team members and vendors
- ✓ Careful and accurate money handling
- ✓ Promotion of this KOA and the entire KOA system
- ✓ Well-groomed appearance
- ✓ Attention to detail when taking reservations *and* registering guests

### **Job Qualifications:**

- ✓ Hear and speak the English language fluently
- ✓ Knowledge of computer and cash register operations
- ✓ Ability to work nights, weekends, and holidays
- ✓ Excellent customer service skills
- ✓ Ability to maintain confidentiality
- ✓ Ability to work in a fast-paced environment and under pressure
- ✓ Excellent time management skills
- ✓ Accountability for yourself and your actions
- ✓ Ability to respond to telephone calls, hear, give direction while viewing computer screens

**Physical Requirements:**

- ✓ Must be able to lift up to 40 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 (80%)
- ✓ Ability to bend, stoop, kneel, crouch and climb

## Front Desk/Guest Services

### Opening:

- Clock in
- Check night registration box for no show reservations and ‘available site’ site maps on your way in the door
- Grab any keys out of ‘Key Drop’ box, wipe them down and place in ‘to be cleaned’ box
- Open all blinds and turn on lights
- Turn on computers and get logged into Kampsight and email (on desk computer)
- Make coffee, 1 pot to start and check throughout your shift to make more
- Get money bag from safe, count it into the drawer, make sure its \$300, including the change
- Print 3 departures lists, 2 for housekeeping, 1 for grounds (unless they use tablet)
- Print 1 arrivals list for yourself
- Have your outside partner check that all guests have arrived from previous day and check on sites that may have new guests from ‘available sites’ left after hours
- Do a spot check on restrooms

All of this was hopefully done in the 15 minutes before opening, *now you're ready* to “start the day”!

- Turn sign to open and unlock door
- Prepare map books for current day arrivals
- Take care of all guests as they're coming in
- Answer phone as calls come in and return emails and voicemails as well
- As Kabin keys are returned, wipe them off with sanitizer and place in box, notify housekeeping on the radio that you have that key. DO NOT check them out in K2, housekeeping will notify you as they're cleaned, then check them out and hang up key
- Check your departures list at 11 am with your partner to make sure everyone has departed
- Check what Kabin keys you are missing, send your partner to verify those Kabins are empty if needed
- Review any online reservations periodically throughout shift, if same day, prepare map book for them
- As we are a small campground, housekeeping of the cabins, restrooms and main building are a blended responsibility between those working in the office and those working on Grounds as directed by the Managers/Owner.

When PM shift arrives and clocks in:

- Give a shift report (if any) to the incoming staff
- Count all money in your drawer including change, remove the amount *over* \$300, place that amount and all c/c receipts in blue envelope in safe. Leave the \$300 in drawer.
- Return any voicemails and emails you were not able to get to during your shift, do not leave any with the p.m shift from the morning
- Clock out

## Closing:

- Punch in
- Get shift report (if any)
- Count drawer, verify \$300 including change
- Log into K2
- Answer incoming calls and emails.
- Check in guests as they arrive (see check in notes on page 2)
- Serve all guests in store throughout the day
- Monitor same day internet reservations under 'Review' in K2
- Let your partner know if you're low on ice or wood throughout shift
- Do a spot check on restrooms throughout shift

## 2 hours before closing:

- Empty and rinse coffee pots, wipe down coffee bar and microwave area and under everything too
- Restock creamers, sugars, straws, cups and hot cocoa machine
- Wipe down laundry room table and machines with disinfectant and lounge, including tv remotes
- Sweep/Vacuum all floors

## An hour before closing:

- Run an "arrivals" report (you can print or read from screen) to make sure you have all maps prepared for balance of reservations and same day internet reservations (internet reservations cut-off is 6 pm)
- Prepare 'available site' maps and write them down on list at computer
- Prepare your late arrival envelopes with maps and keys
- Let your outside partner know what Kabin lights to turn on (and heat if needed) and orange cones at RV's and tents sites

## At close:

- Close blinds, turn off lights and put closed sign on door and lock door
- Count drawer, put excess over \$300 including change and c/c receipts in blue envelope in safe. Put \$300 in bank bag and in safe also. Lock safe and put away key.
- Log off computers and turn off monitors
- Clock out