



# Kampgrounds of America Job Description

**Job Title:** Guest Guide  
**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 Guide works closely with the guest services representatives to lead customers to their site after registration. Guest Guides help enforce campground rules, pick up trash, empty trash receptacles, respond to messaging services, provide basic housekeeping duties, and perform light maintenance and repairs. This position provides accurate and concise information about park rules, recreation activities, and directions to destinations.

## Essential Duties and Responsibilities:

- Assist guests by guiding them to their sites, and with other customer service needs.
- Sell and deliver ice and firewood.
- Keep grounds free from trash, litter, and debris, and empty trash receptacles.
- Ensure the cleanliness of grounds, landscaped areas, parking lots, restrooms, pool, and office areas.
- Clean campsites by performing minor maintenance tasks such as raking the campsite pad, washing tables, and cleaning out fire rings.
- Collaborate with housekeeping staff by assisting in tidying restrooms and common areas and communicating daily housekeeping needs.
- Interact with guests and make recommendations for activities in the local area.
- Follow all safety guidelines for the operation of equipment and use of chemicals.
- Make minor carpentry, plumbing, and electrical repairs.
- Approach all interactions with guests in an attentive, friendly, courteous, and service-oriented manner.
- Report all disturbances to management or in emergencies, to the local authorities without attempting to discipline or apprehend any campground violators.
- Prioritize tasks based upon importance and urgency with conscious planning and thoughtful decision making.

## 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:

- Office and light maintenance work in high public contact area.
- Read, write, and speak English in a clear and concise manner.
- Ability to work nights, weekends, and holidays.
- Capable of working independently and as part of a team.

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**Preferred Education and Experience:**

- Experience in campground or comparable position.

**Physical Demands and Working Conditions:**

- Work is performed primarily outdoors and may involve exposure to varying weather conditions
- Must be able to lift 10 pounds regularly, lift and carry 25 pounds or more occasionally with assistance.
- 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**