



Job Title: Wapato Lake Campground Host

Works under the authority of the Manson Park and Recreation Director. Full-time Seasonal, April 1 to September 30, On-call/on-site, 40 hours per week divided over 7 days.

Principal Purpose of Job

To facilitate and maintain efficient operations of the Wapato Lake Campground and boat launch.

Examples of Duties and Responsibilities

- ❖ Office/clerical Duties
 - Answer phone calls and assist drive-up visitors
 - Manage campground email account and respond to emails in a timely manner
 - Correspondence (compose notices, flyers, mailings, letters, process mail)
 - Assign/input campsite reservations
 - Check guests in and out
 - Inventory & request supplies as necessary
 - Maintain records per Washington State requirements
 - Establish & maintain exceptional rapport with guests and Park staff
 - Accurately document and process cash transactions
- ❖ Grounds keeping/ maintenance
 - Clean restrooms daily
 - Pick up garbage & debris frequently
 - Clean campsites prior to guest check-in
 - Enforce campground rules/policies in a professional manner
 - Responsible for moderate maintenance as needed, including but not limited to: mowing, watering, irrigation line repair, raking, weeding/pruning, etc.
 - Report any safety concerns immediately to the Director.
- ❖ Other duties as directed.

Education & Experience

- ❖ 2+ years customer service experience required. Park/campground experience preferred.

Knowledge, Abilities & Skills

- ❖ Exceptional communication skills (written & verbal)
- ❖ Maintain a positive attitude
- ❖ Self-motivated, dependable, & trustworthy; able to work with minimal supervision
- ❖ Possess computer and typing skills sufficient to effectively accomplish job duties
- ❖ Knowledge of basic campground utilities & the ability to troubleshoot
- ❖ Must have outstanding customer service skills
- ❖ Ability to accurately handle cash and give change
- ❖ Problem-solving and conflict resolution

In Parks We Play

Physical Demands

- ❖ The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- ❖ Work involves sitting, walking, standing, stooping, talking, hearing, using hands, and reaching with hands and arms.
- ❖ Vision abilities required by this job include close vision and the ability to adjust focus.
- ❖ Push, pull, lift and/or carry up to 20 pounds.
- ❖ Noise level varies from quiet to loud
- ❖ Ability to work at odd hours and/or after interrupted sleep
- ❖ Ability to be near guest's pets

Benefits

- ❖ State retirement, L&I, Unemployment
- ❖ Use of campground facilities including Host campsite, septic, water, power, internet and garbage.
- ❖ Ability to sell firewood, ice, and Board-approved items for personal profit. The Host must obtain a Business License and remain in compliance with all local, state, and federal regulations. Items must be sold at a fair price, and records for sales must be available upon request for Park District review. Personal business operations are not to interfere or conflict with Host's specified job duties. If at any time the business is believed to negatively impact the reputation of the District or the quality of the Host's work, a warning will be issued and rights to operate the business may be revoked.

Qualifications Required

- ❖ Valid Washington State driver's license free of serious & frequent violations
- ❖ First Aid, CPR and AED certification
- ❖ Must pass background check
- ❖ Proof of citizenship or authorization to work in the United States
- ❖ Must provide RV for use during time as Campground Host.

OTHER

Employees are required upon hire to sign a drug-free workplace agreement and an agreement not to use tobacco products, in any form, on the job.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned by the Director or the Manson Park Board.