



Wilderness Campground, Inc.

Job Descriptions & Requirements

Cleaning Crew

- Rental Cabin Cleaning - Clean interiors and exteriors of and help flip cabins for new campground guests: Vacuum. Sweep. Mop Clean bathrooms. Clean kitchens. Remove trash. Assist team in completing cabin turnover.
- Assist in cleaning guest bathrooms, shower buildings, laundry facilities and other campground indoor and outdoor facilities.
- Experience with cleaning and following written directions is necessary. Detail and quality oriented. Team friendly. Proactive. Must be able to evaluate work areas and act accordingly. Able to lift 40 pounds. Maintain campground standards of professional guest services and clean and orderly grounds.
- Convey information to management regarding the status of equipment. Maintain supplies, tools and equipment.
- *Must be 16+ with a valid driver's license and have reliable transportation to and from work.*

Groundskeeping Crew

- Maintenance/ Laborer is responsible for maintaining the general upkeep of our campground and curb appeal per our high standards.
- Ensure that the campground is clean and free of trash, all common areas are well maintained. Clean and maintain all RV spaces campsites and common areas, roads and outside customer gathering areas.
- Presser washing exterior buildings.
- Park refurbishments may include, but are not limited to, replacing hardware, painting, flooring replacement or repair, window coverings, doors, cabinets, windows and window locks, bathroom fixtures and interior plumbing, dig ditches, shovel debris.
- Perform any other specific tasks as directed. General maintenance of pool, ponds and campground facilities.

REQUIREMENTS

- Outside work in all types of weather Medium to heavy work requiring prolonged or repeated standing, walking, climbing, stooping, kneeling, digging/shoveling and crouching.
- Must be able to lift and carry up to 60 pounds unassisted, use hand tools as necessary Kneel for the purpose of picking up trash and general clean-up of campground using equipment, (backpack blowers, splitting wood tools)
- Operate outdoor equipment safely (i.e. lawn mower, weed whacker, edger, blower etc.)

Customer Service/Snack Bar Associate

- The campground office includes a store, arcade, and snack bar. We do use a POS system for all customer transactions.
- Must be willing to learn to take phone call reservations, once comfortable with other tasks.
- The office is staffed 7 days per week. It is a friendly laid-back atmosphere working hard to make sure all our customers have a GREAT experience.
- A knowledge of basic customer service principles and the ability to communicate appropriately with camping guests. Great attention to detail and the ability to work with little supervision.
- General knowledge of computers and the ability to learn campground POS software.
- Ability to operate cash register and receive payment from customer in cash or credit card, and accurately count and provide change to customers when applicable.
- Perform shift opening and closing duties as assigned.
- Clean, sanitize, and maintain the snack bar area, including counters and equipment. Ensure proper food handling procedures are followed.
- Greet customers, take orders, and prepare food and beverages (i.e. ice cream cones, hot dogs, etc.) in accordance to established service standards. Prepare and place appropriate accompaniments or garnishes with completed orders ensuring they meet proper presentation and quality standards.
- Stock and replenish food and beverages as needed.
- Other duties as assigned.
- Must have reliable transportation to and from work.

Campground Office/Snack Bar Assistant Manager

- Wilderness Campground is seeking an energetic, outgoing and optimistic person to make a positive impact on our guests' camping stay. Our Assistant Managers will help to ensure the store is profitable by leading the team to achieve daily goals, assist with training co-workers, merchandising, supervising the team, inventory control, and ensuring the highest quality of guest service is being provided daily.

Qualifications, Responsibilities and Duties

- Great people skills, ability to resolve co-worker and customer concerns.
- Enjoy a fast-paced work environment.
- Ability to problem solve challenges and shift priorities quickly.
- Desire to help and mentor others.
- Help maintain a clean and inviting store.

- Prior management/leadership experience
- Reliable transportation and a valid Driver License
- Must be able to lift 30-50 lbs.
- Must have some computer/technical skills.
- Strong Organizational, communication and leadership skills are a must.

Our Assistant Store Managers work 20-40 hours per week. The campground is a seasonal business, with the primary camping season during summer months. The campground is open for camping mid-April through mid-October daily. However, some winter hours may be required. During the open months of the campground workdays would consist of (but not limited to) nights and weekends. Holiday weekends during the summer are required (e.g. Memorial Day, 4th of July and Labor Day). When the campground closes the office would only be staffed on weekdays. We assist customers via phone, e-mail, social media, we take reservations, assist in preparation for RV Shows and prep for next camping season, etc.

Campground Public Safety

- Our safety staff works in the evenings. They are expected to do lock checks, help shut down buildings, and maintain quiet hours throughout the campground.
- Additionally, Campground Public Safety Attendants are expected to help with light cleaning responsibilities in the bath houses in the early morning hours, if needed.
- Must be able interact with customers in a firm but kind way.
- A knowledge of all campground rules and policies and the ability to communicate and enforce them with campground guests is required.
- Must have reliable transportation to and from work.

Entry Level Campground Attendant

Job Description - This position is responsible for assisting with the following duties: General light duty landscaping (pulling weeds, watering flowers, planting plants/flowers)

- General appearance of campground (Picking up litter, trash collection, painting)
- Janitorial Assistance (cleaning bathroom, laundry facilities, rental cabins)
- Assisting with customer service prep (Prepping campground guest packets, weekly food prep, stocking inventory, recording incoming inventory, etc.)
- Customer Service – Helping to create memorable guest experiences.
- Must have reliable transportation to and from work.
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