



Job Description: Reservation / Store

Yogi Bear's Jellystone Park™ at Yonderhill is a family oriented campground located in Madison, Maine.

We are looking for a dynamic team that provides each guest with quality camping experiences in a clean and entertaining environment. Our goal is to cultivate an unforgettable experience that is critical to creating memories. Your role will be instrumental in this experience.

The Reservations/Store Staff is responsible for providing outstanding assistance, complaint resolution, and an overall wondrous experience to camp-resort guests. They will work check-ins/check-outs, answer phones, direct guests to their sites via maps, sell merchandise, prepare snacks and communicate to team members. This is a full-time or part-time position. The estimated start date is April 29, 2023.

DUTIES & RESPONSIBILITIES

Store

Assist guests in finding merchandise and answer questions

Ensure the store is clean, neat, organized, and well-stocked

Accurately process cash, check, credit, and gift card transactions using point of sale system

Assist Office Lead with merchandise inventory, checking goods for damaged or missing items, catalog items on the store's system and report discrepancies between physical counts and computer records

Create price labels for items

Stock shelves or remove items that are expired

Assist with the assembly of attractive displays for goods.

Make basic food items for sale such as popcorn, slushies, ice cream, etc.

Reservations

Provide guidance and explain service options to accommodate guest needs.

Ensure guest reservations are accurate and consistent with company policies.

Be the first point-of-contact for guests' arrival by checking them in and directing them to their lodging or RV site.

Act as a concierge for transient guests - understanding local opportunities and answering guest questions or directing them to the appropriate person.

Upsell ancillary sales (firewood, ice, golf carts, etc.) and schedule delivery or provide to guests promptly.

Enforce Park rules, including quiet hours.

Engage with guests to foster a relationship with them, and to communicate and follow-through on any guest requests.

Understand POS and reservation system and use a tablet to document all notes.

Communicate with all departments and escalate any issues as necessary.

Report needed work orders to Office Lead

Follow the guest recovery service guidelines.

Answer the phone

Participate in other projects and activities as assigned.

EDUCATION/TRAINING/EXPERIENCE

Customer service experience preferred.

Cash-handling and credit card transaction experience preferred

QUALIFICATIONS/REQUIREMENTS

Basic computer and phone skills

Upbeat, engaging personality, strong work ethic, and professional appearance.

Excellent customer service, communication, organizational, and problem-solving skills

Strong attention to detail, speed, and accuracy

Ability to multi-task and work in a fast-paced environment

Required to work evenings, weekends, and holidays.

ESSENTIAL PHYSICAL DEMANDS

Able to lift up to 50 lbs.

Must be able to remain in a stationary position.

Regularly move throughout the store

Continuously climb, balance, stoop, kneel, bend, crouch, and crawl

Able to manipulate fingers, hands, and arms to reach, carry, lift, etc.

*YOGI BEAR and all related characters and elements © & TM Hanna-Barbera. (s23)