

Job Description - Weekend Support



As a Jones Pond team member, you will engage warmly and professionally with all guests and colleagues. We seek those who take pride in their work and contribute positively to our guest experience.

CAMP STORE ASSOCIATE

Salary Range: \$16 - \$18.50 per hour

this role is predominantly on weekends with limited weekday needs

The front desk customer service representative is the face of the campground, greeting guests and setting the tone for the guest experience. Customer service reps check in visitors, assign camp sites, inform them of camp policies/amenities and assist campers with payments, reservations or general questions. The front desk representative should be friendly, patient and detail-oriented. Responsibilities include, but are not limited to:

Customer Service

- Warmly greet customers entering the store
- Inform guests about camp policies, amenities and general store hours
- Answer questions and provide information about the park and store products/amenities
- Make recommendations based on customer needs and interests
- Operate cash register to accurately complete purchases
- Process payments by cash, credit card and camp debit accounts
- Resolve issues or complaints from customers politely
- Offer to assist customers locating items or purchasing merchandise
- Assign campsite location and provide check-in packet details

Phone Communication

- Answer incoming phone calls to store politely and professionally
- Provide information about store hours, services and products
- Take reservations and orders for delivery to campsites
- Handle guest questions and requests efficiently
- Log messages from staff when unable to address directly

Merchandising & Shelf Stocking

- Unpack boxes with new store inventory items
- Place items neatly on shelves with accurate pricing sign
- Rotate older food/drink items to front according to expiration
- Organize displays maintaining neat, tidy appearance
- Dust shelves, counters and clear any garbage/debris

QUALIFICATIONS

The successful candidates will have the following qualifications:

- Excellent communication skills and problem solving abilities
- Commitment to detail, quality and accuracy in all aspects of their work
- A customer focused approach to their work
- Ability to multi-task and work as a team as well as independently

If you are interested in learning more about working at Jones Pond we invite you to contact us directly at info@jonespond.com