



CAMP GULF

10005 W. Emerald Coast Parkway Miramar Beach, Florida 32550

Job Title:	Reservationist Supervisor	Employment Status:	Workamper
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Company Expectations:

CAMP GULF expects you to conduct yourself with the utmost intergrity and honesty, knowing that you are representing CAMP GULF at all times, during work and off work hours while on the premises. As an employee, your attitude shall be that of friendliness, teamwork, and cooperation at all times. You are to be productive while on the clock and work your scheduled hours. CAMP GULF's Policies Manual is to be followed at all times and you are expected to exemplify the highest level of customer service.

Job Descriptions:

The Reservationist Supervisor will help support the goals and standards of management through effective teamwork, overseeing these Reservationists to provide the utmost performance, attitude, and costumer service. The Reservationist Supervisor will refer to CAMP GULF Policy Manual standards for all procedures and lead with the ability to multitask in a fast pace environment. The RS is responsible for monitoring all Reservationist performance and report service levels of excellence and misconduct to the Customer Service Manager. The RS will always direct the guests to the SUNNYBOOK for what they need during their stay here and report any item that needs repairs to the Maintenance Department. The M/PS will always direct the guests to the SUNNYBOOK for what they need during their stay here and report any item that needs repairs to the Maintenance Department.

Responsibilities:

- To keep "Guest Experience" first. (CAMP GULF - Campers Are My Priority)
- TO PERFORM ALL RESERVATIONIST DUTIES.
- To train and supervise all Reservationist staff, provide input for rewards and reprimands to Customer Service Manager.
- To keep "Guest Experience" first.
- Daily collection balanced.
- Give input to managment for updating Reservationist Policy manual.
- To perform e-mail confirmations and assure that every guests gets one.
- To perform and verify all cancelations and refund requests.
- Request Office supply inventory to be ordered.
- Training of all Reservationists.
- Be involved in all reservations that are over one month.
- To keep Reservationists busy during slow periods.
- To insure that all storage RV units have a Storage Contracts with complete information, and to keep inventory of storage units.
- To sort mail & distribute for Staff and Guests.
- To perform etiquette enforcement to the Reservationist.(Greet every guest, door closed, food restrictions at station)
- To perform training of all Reservationists.

Skills:

- Exeperience in "Campground Manager" Software.
- Customer service experience required.
- Good communication and situation solving skills.
- Previous experience in professional supervisory skills.

Conditions of Work:

- Must be able to push/pull/lift up to 25 pounds. Job frequently requires use of arms, hands, and fingers. Requires walking, sitting, crouching, kneeling, and standing.

Name: _____ Signature: _____ Date: _____

While this job description is intended to be an accurate reflection of the essential job required, management reserves the rights to modify, add, or remove duties from particular jobs and to assign other duties as necessary.