

**Summer House Park Available Position:**  
**Campground Guest Service Representative**

Summer House Park is a premiere family vacation destination which offers tent and RV camping as well as a variety of rental accommodations. We are looking for friendly, motivated individuals with customer service experience, to join our registration office team.

Our registration office provides reservations and on-site guest services to both short term and seasonal campers. The Guest Service Representative is the first contact with our customers and successful candidates for this position must be friendly, cheerful and demonstrate strong customer service skills. This position involves making reservations and providing support for guests prior to their visit, welcoming and registering guests, helping campers with general questions as well as monitoring park grounds to ensure that all persons in our park are registered. Candidate must be comfortable working in a fast-paced environment and proficient using computers and cash machines. Knowledge of local area attractions is beneficial but not required for this position.

**Responsible for:**

- Administering phone and email reservations for campsites and rental accommodations.
- Greeting and registering both overnight and long-term seasonal guests.
- Coordinating work orders and guest requests with service work/maintenance and housekeeping teams.
- Assisting campers with general inquiries regarding park operations, activities and local attractions.
- Working efficiently with computer and reservation software, cash register and debit machine.
- Working as a team member and co-operating with other park departments.
- Various office duties and paperwork.
- Monitoring park entrance and ensuring that park procedures and rules are followed.
- Keeping office and reception area in a clean and tidy condition at all times.
- Assisting with park grounds patrol to ensure all guests and vehicles are registered.

**Qualifications/Skills:**

- Strong and effective interpersonal, communication skills and customer service skills.
- Love of camping and enjoyment helping others plan their best holiday experience.
- Practical experience working in customer service and the tourism industry is beneficial.
- Ability to work as a team and motivated to work independently with minimum supervision.
- Cheerful and friendly disposition is essential.
- Strong organizational skills and tidy work habits.
- Flexible and able to add special assignments to work schedule.
- Computer knowledge essential and ability to quickly learn new software systems.
- Ability to stand for long periods of time as well as work at a desk for extended periods.
- Transportation to and from work and your own accommodations are required.

**Duration, Wages and Perks:**

- Full-time seasonal position, May to end of October with the opportunity for part time work throughout the winter months.
- Student summer positions with modified job description also available - May to Labour Day
- Rate of pay based on experience. Health benefits available for returning full-time employees.
- We provide a thorough training program, employee discounts and the opportunity to camp with us in the spring!
- COVID-19 considerations: Regular cleaning and social distancing practices. Mask required.

**To Apply:**

Send a completed application form, covering letter describing your experiences and your résumé to:

Carol Thompson or Darci Lombard- Summer House Park  
197 Miller Lake Rd.  
Miller Lake, ON N0H 1Z0  
(519) 795-7712

Documents may be sent electronically to - [info@summerhousepark.ca](mailto:info@summerhousepark.ca)