



Asst Manager/Guest Services Lead

Shubie Park Campground is located in Shubie Park, on the shores of Lake Charles in Dartmouth, Nova Scotia, just minutes away from Downtown Halifax. The campground consists of 100 sites with power and water hook-ups, full-service sites, tenting sites, and a Yurt. Our office and store offer campground supplies, grocery items, coffee / tea, and an ice cream stand.

Visit our website for more info: <http://shubiecampground.com/>

We are currently seeking an experienced person to help manage the day to day operations of the campground office. Should you have your own RV and wish to live on site, on-site accommodations for your RV can be provided.

Reporting directly to the campground Manager, the Guest Services Lead is responsible for the efficient and effective operations for all aspects of the campground office including reservations, guest services, canteen and finances. The successful candidate has previous front desk or hospitality experience and will have a professional appearance and demeanor and be able to deal with a wide variety of guest services situations.

Qualifications:

- Good customer service and communications skills
- General knowledge of the area including tourist sites and attractions
- Able to work with others and work independently
- Communicate professionally and patiently
- Ability to multitask and prioritize
- Professional appearance and attitude towards guests and fellow team members
- Ability to thrive in a fast-paced environment
- Demonstrate leadership abilities
- Intermediate computer proficiency including email, internet and Microsoft Office Suite
- Excellent verbal and written communication skills
- Flexibility in weekly schedule/ability to work some evenings and weekends
- Front desk or customer service experience requested
- Performs the duties of the Campground Manager in their absence
- Bilingual (French/English) is an asset

Responsibilities:

- Supervision, Training and continued coaching of office staff members
- Ensures customers receive a high level of service consistent with our customer service philosophy
- Enforce campground policies and implement solutions consistent with goals of campground

- Proactive guest management to ensure positive environment for all guests
- Accurately manage guest reservations, check ins and store sales for camping guests
- Assists with handling and resolving guest complaints.
- Cashier sales as well as stocking merchandise
- Utilize creative problem-solving skills
- Be observant within the campground for equipment or areas needing immediate attention and perform the work needed - Reporting all problems, damage or potential hazards to manager
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment
- Must be available to work Days, Evenings and Weekends
- Other duties as assigned by manager which can include but are not limited to: assisting other departments with the completion of tasks and light janitorial work

Employment Information:

This is a full-time, seasonal position with the opportunity to return year after year.

May - October

Flexible work schedule with the candidate being able to work any day of the week.

Salary:

\$18.00-\$20.00 per hour (based on experience)

Send your cover letter, resume, and any questions to Kristi@shubiecamground.com

No phone calls, please.

You must already be legally able to work in Canada if applying.

We look forward to working with you this summer!