



### **Job Summary**

The Seasonal Rolling Hills Reservoir Campground Office Staff, reporting to the Campground Manager, are responsible for providing front-line customer service, managing guest registrations and reservations, handling campground sales, and supporting the Eastern Irrigation District's (EID) Aquatic Invasive Species (AIS) Prevention Program. This position includes weekend and evening shifts as required.

---

### **Key Responsibilities**

- Register guests, manage reservations, and provide front-desk customer service.
- Serve as the primary point of contact for visitors, providing information about the campground, amenities, and the local area.
- Enforce campground rules and address guest concerns in a professional and courteous manner.
- Register watercraft for the EID's AIS Prevention Program.
- Handle daily financial transactions, including credit, debit, and cash payments.
- Assist with merchandise sales, stocking, and upkeep of the campground office.
- Assist with groundskeeping and site preparation for the camping season.
- Clean, maintain, and replenish supplies in campground buildings, including the main office, staff building, shower house, and washrooms.
- Assist with garbage collection as needed.
- Relate to and communicate with co-workers, supervisors, management, and others sincerely, clearly, tactfully, promptly and courteously; respond to inquiries and issues promptly and professionally.
- Ensure all operations are performed in a safe manner and in accordance with the District Health and Safety Management system program and District policies, procedures and programs in effect, and as amended from time to time, as well as applicable Occupational Health and Safety Act legislation including,
  - participating in FLHA safety tailgate meetings, on the job training, safety training seminars, safely operating tools and equipment, and completing work in a safe manner.
- Ensure any required Personal Protective Equipment is on site and worn in accordance with safe job requirements.
- Perform additional tasks, consistent with the position, as may be required from time to time.

**Job Qualifications**

- Strong customer service and communication skills, with the ability to interact professionally with visitors of all ages. Previous customer service, retail, hospitality, or front-desk experience an asset.
- Experience handling cash, debit, and credit transactions.
- Ability to manage multiple tasks in a busy front-desk environment while maintaining a positive attitude.
- Basic computer proficiency, including reservation or point-of-sale systems an asset.
- Valid Alberta Class 5 driver's license.
- First Aid certification an asset.

---

**Pre-Employment Requirements**

- Selected candidates will be required to undergo pre-employment background checks, including a Criminal Record Check.
- Selected candidates will be required to provide a Driver's Abstract.
- Successful applications must provide proof of qualifications.

**Pre-Employment Alcohol and Drug Test**

The District recognizes that the use of alcohol and drugs can adversely impact a safe work environment and the well-being of others, as well as place the District's operations at risk. This position is a safety sensitive position and, as such, any person, including any current employee, who has applied for a safety sensitive position will be required to pass a Drug and Alcohol Test as a pre-condition to employment, being transferred or being temporarily assigned into a safety sensitive position as per the District's Drug and Alcohol Policy.