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# Lake Francis Resort and Camp Rockin' U

## *Job Description*

Job Title: Front Desk  
Incumbent:  
Classification:  
Reports to: Office Lead

### **Position Purpose:**

The Front Desk position includes retail, reservations, and customer service. The position requires being an effective member of a team.

### **Essential Job Functions:**

1. Assist in the daily operations of the resort business service.
  - a. Operate resort store
  - b. Assist in inventory control, guests accounts, and record keeping.
  - c. Assist in Managing incoming and outgoing mail.
  - d. Assist in maintaining inventory of office supplies and report to Office Lead for purchasing
  - e. Assist in ensuring office equipment is clean and in good operating condition
2. Customer Service
  - a. Maintain professional conduct when communicating with any guest on site
  - b. Maintain professional conduct when communicating with any staff
  - c. Answer phones and e-mail communications related to groups, guest registrations, and inquiries.
  - d. Refer concerns to Office Lead.

### **Other Job Duties:**

- Attending applicable staff meetings and trainings
- Assisting in special events

- All other duties and tasks as assigned

### **Relationships:**

Creating and maintaining positive relationships with Resort Staff and Guests

### **Equipment Used:**

- Basic office equipment
- Word processing software, computer, computer software, data and inventory software
- Cash register and point of sales
- Internet and vendor site usage

### **Qualifications:**

- Two years experience customer service industry
- Knowledge of and experience in office equipment use.
- Knowledge of applicable computer software: Microsoft Suites, Adobe Suites, Google Suites etc.
- Must pass a background Check
- Current Valid Driver's License
- CPR & First Aid Desirable

### **Knowledge, Skills and Abilities:**

- Clear verbal and written communication
- Ability to work with others in a friendly and positive manner
- Possesses a professional and respectful attitude
- Ability to stay organized
- Exhibits good time management skills

### **Physical Aspects of the Job:**

- Endurance for working on computer screens
- Endurance to work in various environmental conditions and in a campground setting
- Lifting 50 pounds
- Bending, stretching, stooping, standing, sitting
- Ability to safely and properly operate business equipment
- Manual dexterity to use computer and other office equipment