

**CACAPON STATE PARK
TEMPORARY EMPLOYMENT OPPORTUNITY**

**Customer Service Representative-Desk Clerk/Night
Audit**

Location: Lodge

Number of Positions: 2 **Date Posted:** 07/20/20

Work Schedule: Under the direction and scheduling of the Lodge Manager, employee must be available to work all shifts necessary for 24-hour lodge operations. This may include a rotating shift, evenings, days, nights, weekends, and holidays. Must be available to work 40 (forty) hour weeks and respond to "On Call" work.

Nature/Examples of Work: Under general supervision, Front Desk Clerks: assist in the daily operation of the reservation desk area. Provide attentive, courteous, and professional service to all park guests at all times. Register guests in and out of lodge rooms, cabins, and shelters. Receive and process reservations by mail, phone, email, or in person. Assign guest rooms and cabins based upon availability. Complete daily shift reports for each shift worked. Perform related clerical and accounting tasks. Sell hunting and fishing licenses. Collect monies and make daily deposits. Clerk may temporarily be assigned to work in other departments as needed. Responsible for accounting and all revenues collected. Perform duties as cashier for gift shop. Provide guests with brochures, trail maps, and other park information as requested. Assist with mass mailings to promote park facilities. Inform guests and potential guests about discounts and special packages offered at the park. Operate office equipment including but not limited to typewriter, computer, cash register, mail meter, calculator, fax machine, copy machine, laser jet printer. Clean and maintain organization of the front desk, lobby, and lounge areas. Assist with watering of plants in and outside the lodge area. May perform light maintenance as required.

Candidate must possess strong communicational skills with the ability to maintain a calm, pleasant demeanor in stressful situations. Employee will work with park guests to immediately resolve their requests or concerns in a manner reflecting a positive image for Cacapon State Park and West Virginia State Parks as a whole. Employee will keep all documentation and records as required. Perform other duties as assigned.

Special Requirements:

- Ability to deal with the public in an attentive, courteous, and professional manner.
- Ability to operate an electronic cash register.
- Must possess basic computer skills.
- Must be able to wear assigned uniforms.
- Must possess a valid driver's license.
- Must comply with all Division of Personnel, DNR, and Cacapon Resort State Park policies, rules, and regulations.

Dates of Employment: 9/01/20 – 12/31/20

Wage Rate: \$10.00 / Hour

To Apply: Send completed Application for Temporary Employment to the attention of the Supervisor/Manager of the Lodge ASAP.