

Position Class:	Customer Service Repr.	Date	03/08/2021
Position Title	Customer Service Rep		
Department:	Finance	FLSA	Non-Exempt
Immediate Supervisor	RV Park Supervisor	Employees Supervised	0
Last Updated	03/08/2021		

POSITION OBJECTIVES

The RV Park Front Desk CSR is typically the first point of contact for the RV Park, and Port. It is required that that each interaction with guests, port staff and all outside parties will be courteous, efficient, and accurate when the CSR greets customers and processes moorage and RV park reservations.

Essential Functions/ Major Duties

Serving Guests (90%)

- Make and confirm daily weekly and monthly reservations using the RV Park reservation system.
- Handle the reservation cycle from beginning to end; initial inquiry, education on property inventory
- Greet and register non-preregistered guests, assign RV spots and/or boat moorage
- Prepare daily reservations tags for incoming guests.
- Use computers to schedule bookings in online reservation systems, update digital customer files, and respond to online inquiries
- Responds to inquires and makes reservations as needed.
- Processes cancellations and modifications
- Answer questions pertaining to reservations, guest registrations, and travel directions.
- Meet and exceed guests' expectations by anticipating the services they might require and suggesting local venues.
- Listen to and respond to customer criticism. Record criticism in log, refer to RV park supervisor as necessary.
- Daily track RV lot space and boat moorage to inventory determine space availability and amounts owed.
- Use registration system to compute amounts owed
- Collect and process payments
- Prepare daily deposits
- Promotes goodwill by beings courteous, friendly, and helpful to guests, mangers, and fellow employees.

SECONDARY FUNCTIONS (10%)

- Communicate with operations and maintenance staff to ensure prompt responses to guests' needs.
- Report any accidents or injuries to senior management staff immediately
- As needed, perform general housekeeping work to maintain cleanliness reception, and common areas
- Maintain a clean and neat appearance and work area at all times.

WORKING RELATIONSHIPS

Communicates in writing and verbally with other RV park staff, South beach marina staff, RV Park and South beach Marina users, RV Park Supervisor, Director of Finance and Business Services, Director of Operations, Harbormaster, Operations and Maintenance staff.

External contacts: Area merchants, general public, moorage and RV park patrons.

EDUCATION PREFERRED, but not required

High school diploma or equivalent, or one year's experience in customer service and cashiering.

EXPERIENCE AND KNOWLEDGE PREFERRED

Outgoing and friendly with a gregarious personality and a natural talent for customer service

POSITION TITLE: RV Park/Marina Receptionist/Clerk, Position II

DATE: 6/3/21

Education High School Diploma, or equivalent or one years' experience in customer service and cashiering
Previous RV park experience
Microsoft office applications working knowledge
Experience in an office setting

WORK ENVIRONMENT

Primarily indoor with occasional outdoor tasks.
Physical demands are limited to the operation of office equipment and lifting office supplies such as file boxes.
Must be able to work effectively despite constant interruption.
Must be at least 18 years old.

SIGNATURES:

This document has been reviewed between the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

OTHER

Must comply with all policies and procedures set forth in the Port of Newport Personnel Manual.

This description is an outline of the major recurring responsibilities of the position. It is not intended to be an all-inclusive list of the work to be performed. Other related tasks, special assignments, and less significant responsibilities may be assigned.

RV Park/Marina Supervisor

Date

Employee Signature

Date

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