



Front Desk Agent

About Us

At Highland Pines, we offer our campers and guests the finest camping experience in Ontario. We know that in order to offer the best, we first need to offer our employees the best. It is for this reason that you'll find exceptional work opportunities, training, career development, recognition and rewards at Highland Pines. We are inspired by our campers and by one another to deliver and create experiences and memories that will last a lifetime. Our teams are guided by values of Respect, Integrity, Teamwork and Empowerment; we employ the highest ethical and quality standards, treating all employees with fairness and dignity.

Job Summary

The **Front Desk Agent**, under the direction of the **Front Office Manager/Assistant Front Office Manager**, will primarily be responsible in welcoming and engaging all campers, seasonal and transient alike, as well as other park guests with a genuine attitude, ensuring exceptional customer experience all throughout their stay at Highland Pines Campground. This role will also be continually aware of, and maintain, the highest standards of professionalism by following company policies, dress code and/or wearing the company uniform.

Summary of Responsibilities

- Provides superior customer experience to both internal and external customers.
- Ensuring inter-departmental communication and cooperation in the interest of superior guest experience. Confer and cooperate with other departments to coordinate park activities and events
- Develop and maintain positive working relationships with others.
- Adhere to all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures
- Comply with quality assurance expectations and standards.
- Being knowledgeable of information on the park and surrounding area
- Responding to guest inquiries regarding seasonal and transient rates, policies (ie. License of Occupation), park events, park activities, and general information accurately and in a timely manner
- Responsible for arrival and departure process
- Excellent telephone etiquette - answering telephone calls and park reservation inquiries in a courteous and professional manner.
- Creating reservations via telephone, correspondence and in person
- Accurate completion of all special billing requests
- Responsible for a cash float
- Present and explain statements of charges to departing or inquiring campers and receive payment
- Perform Store Inventory
- Performing general office duties
- Ensuring the safety and well-being of our guests and co-workers by maintaining a knowledge of crisis and emergency procedures
- Working shifts, availability on weekends and holidays
- Perform other reasonable job duties as requested by Supervisors and Managers.

Requirements and Qualifications

- Previous front desk or guest service experience an asset
- Experience in Property Management Systems – SUNRISE PANORAMA preferred
- Experience in managing a cash float
- Experience in Microsoft Office – Word and Excel
- Ability to effectively communicate both verbally and in writing
- Ability to work individually as well as part of a team
- Exceptional problem solving and guest recovery
- Must be a self-motivated and well-organized individual
- Professional appearance and manner

Competencies

- Client/Customer Focus
- Communication
- Professionalism
- Teamwork

Work Conditions

- Flexible hours including nights, must be willing to work all weekends and all holidays during the season
- Interaction with customers/clients, and the public at large
- Constant standing and walking throughout shift

Highland Pines Campground offers competitive compensation and career advancement opportunities.

Highland Pines Campground strives to ensure that our employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, Highland Pines Campground will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.

Qualified applicants should contact **Human Resources** at jobs@highlandpines.com

For more information, please visit our website at www.highlandpines.com