

**KITCHEN STAFF**  
*JOB DESCRIPTION & DUTIES*

**Job Summary:** Prepare food for customers in a timely and satisfactory manner, while making sure the kitchen stays tidy and organized.

**Job Tasks & Responsibilities:**

- Keep the kitchen area clean.
- Prepare food in an orderly and timely manner, ensuring that each item that leaves the kitchen meets the quality standards.
- Follow standardized recipes for the food.
- Communicate with the wait staff regarding any questions or problems that may arise.
- Maintain and clean all equipment and tools.
- Make sure all kitchen items and ingredients are stocked and organized.
- Minimize waste and spillage.
- Follow all health and safety regulations.
- Note any problems or shortages and communicate them to the manager.
- Follow customer requests in regards to food orders.
- Prepare the kitchen for opening and closing.
- Ensure proper portion control.
- Fill in as needed during busy and understaffed times.
- Attend staff meetings.

## **FRONT DESK ASSOCIATE**

### *JOB DESCRIPTION & DUTIES*

**Job Summary:** As a Front Desk Associate at Champions Riverside Resort, you will play a crucial role in the day-to-day operations of our campground store and front office. Your responsibilities will include managing the front counter, overseeing retail transactions, navigating our reservation system, and ensuring the store is well-stocked and organized. You will be the first point of contact for guests, making it essential to provide exceptional customer service and maintain a welcoming atmosphere.

#### **Job Tasks & Responsibilities:**

- Greet and assist guests at the front desk and retail store with professionalism and a friendly demeanor.
- Manage check-in and check-out processes for retail transactions, ensuring a smooth and efficient experience for guests.
- Address guest inquiries and concerns with accurate information and resolve any issues promptly and effectively.
- Answer phone calls and emails related to reservations, providing detailed assistance and answering questions thoroughly.
- Use the Campspot reservation system to make, modify, and cancel reservations as needed.
- Ensure all reservation details are accurately entered and confirmed with guests.
- Maintain clear and comprehensive communication with guests regarding their reservation status and any changes.
- Handle all retail transactions, including itemizing and totaling merchandise selections, processing payments (cash or card), and providing receipts.
- Pack and bag large purchases for guests to ensure convenience and satisfaction.
- Maintain an accurate cash drawer, ensuring correct change is given and all transactions are recorded properly. Accountable for all cash and property entrusted to you.
- Regularly check and organize inventory, ensuring that items are well-stocked, properly priced, and displayed attractively.
- Monitor inventory levels and notify the manager promptly when items need restocking or when merchandise is damaged or defective.

- Implement effective merchandising strategies to enhance the appeal of products and promote sales.
- Keep the store area clean and organized, including the front desk, display cases, shelving, and walkways.
- Perform routine cleaning tasks and maintain a tidy and inviting environment for guests.
- Attend and participate in staff meetings and training sessions as required.
- Assist with special projects or other tasks assigned by the manager, excluding grounds or maintenance work.
- Contribute to a positive team environment and support fellow employees in achieving store and campground goals.

**MAINTENANCE/GROUNDSPERSON**  
*JOB DESCRIPTION & DUTIES*

**Job Summary:** Under general supervision, the maintenance worker performs skilled and semi-skilled labor in the repair and maintenance of camp facilities in accordance with safety regulations and policies and procedures; maintenance tasks include but are not limited to basic carpentry, mechanical, electrical and plumbing work.

**Job Tasks & Responsibilities:**

- Perform various landscaping duties including but not limited to pulling weeds, watering trees, pruning, laying sod/seed, trimming grass, raking, and repairing public areas.
- Inspects facilities, prioritizes necessary repairs, improvements and preventive maintenance.
- Respond to requests for clean ups, repairs, or general maintenance in a timely manner.
- Perform swimming pool and pond maintenance throughout the season.
- Assist with special event set-up and take-down.
- Assist in maintaining equipment including but not limited to mowers, trimmers, and other heavy machinery.
- Perform all duties in a safe and professional manner in accordance with established policies and procedures, including proper safety precautions when working.
- Communicate any and all safety concerns directly to the supervisor.
- Occasionally assist with deliveries to campsites, including food, firewood, and ice.
- Other duties as assigned, within the job description. Attend staff meetings.

**SECURITY TEAM MEMBER**  
*JOB DESCRIPTION & DUTIES*

**Job Summary:** The security team member position is responsible for providing overall safety and security to guests and campers, as well as patrolling and monitoring activities on the campground premises. The position requires some shifts that go late into the night hours.

**Job Tasks & Responsibilities:**

- Provide assistance to guests, coworkers, and management on the park grounds.
- Observe and report suspicious behavior to management, such as golf cart mistreatment or rowdy behavior after hours.
- Patrol and monitor activities on the premises regularly to discourage criminal activity and ensure the environment is safe and secure.
- Control the entrance of the campground, including visitors and vehicles according to protocols.
- Use provided communication devices such as two-way radios in a clear and concise manner.
- Other duties as assigned, within the scope of the position and job title. Attend staff meetings.

## **BARTENDER/SERVER**

### *JOB DESCRIPTION & DUTIES*

**Job Summary:** The Bartender/Server is responsible for delivering excellent customer service by preparing and serving food and beverages to guests, maintaining a clean and welcoming environment, and ensuring that all standards and protocols are followed. This role requires a friendly, attentive, and professional individual who can manage multiple tasks in a fast-paced environment, ensuring each customer at both the tables and the bar receives prompt and courteous service.

#### **Job Tasks & Responsibilities:**

- Greet customers warmly within ten seconds upon arrival and provide menus, offering recommendations as needed.
- Engage in friendly conversation to create a welcoming atmosphere.
- Ensure customer satisfaction by checking in periodically and addressing any concerns or requests promptly.
- Keep the bar area and guest tables clean and organized at all times, ensuring a hygienic environment.
- Regularly wipe down surfaces, clean spills immediately, and dispose of trash as needed.
- Set up and break down the bar area at the beginning and end of each shift, ensuring everything is in place for the next service.
- Prepare alcoholic and non-alcoholic drinks according to standardized recipes, ensuring consistency and quality.
- Present drinks and food attractively and serve them promptly to customers.
- Monitor the quality of all items leaving the bar or kitchen, ensuring they meet the establishment's standards.
- Monitor inventory levels of beverages, garnishes, and other supplies, restocking as necessary to avoid shortages.
- Organize and maintain the bar stock area, ensuring everything is easily accessible and properly stored.
- Communicate any shortages, issues, or special orders to the manager promptly.
- Adhere to all health and safety regulations, including food handling and alcohol serving laws.
- Maintain cleanliness standards in compliance with local regulations, including proper sanitation of equipment and tools.
- Ensure all beverages are prepared with proper portion control to prevent over-serving and wastage.
- Minimize waste and spillage by handling ingredients and equipment carefully.

- Communicate efficiently with kitchen staff to relay customer orders, dietary restrictions, and special requests.
- Work closely with other servers and kitchen staff to ensure seamless service during busy periods.
- Fill in for colleagues when needed, including taking orders, running food, and assisting with other tasks as required.
- Attend and actively participate in staff meetings to stay informed about new procedures, menu changes, and other relevant information.
- Record any customer complaints, incidents, or equipment malfunctions and report them to the manager.
- Handle cash transactions and use the POS system accurately to ensure correct billing, and record both credit card and cash tips accurately.
- Participate in special events or promotions as needed, assisting with setup, service, and cleanup.
- Continuously seek to improve knowledge of menu offerings, including new drinks, dishes, and specials.
- Perform other duties as assigned, within the scope of the position and job title.

#### Qualifications:

- High school diploma or equivalent.
- Previous experience as a bartender or server preferred.
- Excellent communication and interpersonal skills.
- Ability to multitask and work efficiently under pressure.
- Knowledge of alcohol safety and food handling regulations.
- Must be of legal age to serve alcohol.

#### Working Conditions:

- This position requires standing for extended periods, walking, bending, and lifting heavy items.
- Must be available to work evenings, weekends, and holidays as required by the business needs.

**CLUB CENTER WORKER**  
*JOB DESCRIPTION & DUTIES*

**Job Summary:** The Club Center Worker is responsible for the oversight and effective operation of the Club Center, ensuring the area is clean, organized, and inviting for customers.

**Job Tasks & Responsibilities:**

1. Customer Service:

- Serve customers in the Club Center, including but not limited to ice cream and other food items.
- Be prepared to answer questions from customers about the time, place, and details of daily events.
- Provide clear and accurate information by seeking clarification from a manager when unsure how to answer a question.
- Greet the customer within 10 seconds of them entering the facility.
- Speak loudly, clearly, and confidently when with a customer or staff member.

2. Inventory & Merchandising:

- Inventory, organize, restock, and mark the price of the merchandise displayed in the store.
- Notify the manager when items have been damaged.
- Ensure displays are neat, orderly, and fully stocked.
- Maintain proper portion sizes when serving products to ensure consistent service.

3. Cleanliness & Organization:

- Keep the work area clean, including the desk area, display cases, shelving, walkways, and outdoor sidewalks, the bathhouse, and the Club Center bathrooms/showers.
- Wipe down tables and keep napkins stocked.
- Wipe down windows and doors regularly.
- Keep the back storage area organized and monitor/reduce clutter.
- Put all products and supplies back in the area it belongs to ensure organizational upkeep.

4. Pool Area Monitoring:

- Monitor the pool area and flip the pool sign when the pool is opened/closed.
- Notify proper management if anything looks out of the ordinary or needs attention.

5. Safety & Activity Oversight:

- Monitor the jumping pillow throughout the day to maintain safety and call security if needed.
- Check the schedule daily to know which activities you need to be at.



- Work in various areas for activities throughout the park as needed, including but not limited to laser tag, zipline, and barrel rides.

#### 6. Cash Handling:

- Itemize and total the customer's merchandise selection, using cash or card systems for purchases.
- Pack large purchases in a bag for the customer.
- Maintain an accurate drawer count throughout your shift, ensuring that correct change is given and items are rung up correctly.
- The worker is directly accountable for the amount of all property and cash entrusted to them.

#### 7. Signage & Communication:

- Ensure signs are neat, readable, and up to date.
- Attend staff meetings and communicate effectively with team members and management.

#### 8. Additional Duties:

- Perform other duties as assigned, excluding grounds or maintenance work.