



HFN Group of Businesses

Job Description

Job Title	Campground Attendant (Custodial/Maintenance)
Classification	Seasonal – Part-time and Full-time
Work Location	Pachena Bay Campground
Reports to	Campground Manager
Budget Authority	Nil
Number of direct reports	Nil

Position Summary

The Campground Attendant is responsible for providing a pleasant outdoor environment by ensuring that the campground is attractive, orderly, and healthy. This includes but is not limited to cleaning and maintaining: the parking lots, campground sites, campground office and storage/sea can buildings, shower facility and outdoor restrooms.

The Campground Attendant works as part of the hospitality team to ensure safe, positive experience for all guests.

The Campground Attendant is primarily responsible for the day-to-day housekeeping and groundskeeping operation of the campground ensuring that visitors receive exceptional customer service.

Duties and Responsibilities

- Provide great customer service including acknowledging and greeting guests with a warm and friendly greeting
- Answer or investigate all guest inquiries in a timely manner
- Assist with daily check in and out procedures throughout the day as needed.
- Responsible for landscaping throughout the campground and individual campsites.
- Responsible for cleaning and sanitizing all campground facilities to industry standards and reporting safety hazards and safety concerns to the supervisor
- Responsible for completing supply lists for janitorial custodial duties on a weekly basis.
- Ensure cleaning supplies are stored correctly.
- Collect and dispose of refuse and recyclables from all sites at the campground.
- Assist in the collection, sorting and returning of recycling
- Responsible for ensuring all walkways, beach and access trails are clear and safe for the public and guest use.
- Perform groundskeeping duties ensuring an attractive and safe operation
- Operate vehicles and powered equipment, such as mowers, tractors, twin axle-vehicles, leaf blowers, chain saws and electric clippers.
- Responsible for completing supply lists for maintenance and repair needs on a weekly basis.
- Store and keep tools, equipment and structures in working order, report to supervisor when equipment needs repair.
- Assist with daily check in and out procedures throughout the day as needed.
- Works as part of the Campground team to ensure a safe, positive experience for all customers.
- Notifies the Supervisor when issues arise regarding campground rules and policies.
- Notifies the Supervisor of operational issues that needs to be addressed.
- Comply with all Campground safety guidelines and be familiar with emergency procedures
- Performs other related duties and tasks as required to meet the on-going needs of the organization.

Operational Requirements

- Ability to work flexible hours including nights, weekends and holidays
- Willingness and ability to work overtime when required.
- Physical strength, agility and coordination to perform the work.

- Ability to interact with customers and the public at large.
- Ability to work as part of a team.
- Ability to maintain all health and safety protocols.
- Ability to maintain confidentiality.
- Maintain a high level of professional appearance, accountability, demeanor and ethics.
- Ability to comply with all relevant legislation and regulations, WCB regulations/OHS Standards, and HGB Human Resources Policy,
- Successful background checks, including Police Information Check, employment verification, reference checks, and education/credential verification.

Qualifications and Experience

- Grade 12 or equivalent (preferred)
- WHMIS Certificate
- Previous work experience in the camping, housekeeping, custodial or customer service industries
- Direct work experience in the Hospitality industry and facility maintenance/groundskeeping
- Experience working with Microsoft Office or equivalent software applications
- Strong working knowledge of hospitality and maintenance/groundskeeping, methods, practices, and techniques
- Knowledge of basic small engine and equipment repairs
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions as required
- Ability to provide excellent customer service skills
- Ability to work effectively, professionally and courteously with other staff.
- Ability to be diplomatic and pleasant under stressful conditions.
- Ability to work with little supervision at a fast pace
- Ability to work individually as well as part of a team
- Knowledge of HUU-ay-aht First Nations goals and aspirations.
- Demonstrated ability to model HFN Sacred Principles: ?iisaak (Greater Respect), ?uu?atuk (Taking Care Of), and Hišuk ma ćawak (Everything is One)

Date

Manager

Date