

### **Escort (seasonal work camper)**

Our escorts serve as a friendly liaison between the office and our guests once they have already checked in. They fulfill a variety of roles, including guest service, technical assistance, and light maintenance. The below job responsibilities will typically be shared between multiple escorts working at any given time. No one person will be responsible for all job duties at once. As a work camper, this position is required to live on-site during the season.

### **Responsibilities**

- Escort guests to their sites and assist with site moves upon management request.
- Visit each vacated site and ensure it is prepared for the next guest. This may include cleaning out the fire pit, moving site furniture to the proper location, etc.
- Communicate site status to the office, responding to one-off requests in addition to a due-out list and campground map.
- Perform a post-check-in visit to guests to ensure they are satisfied with their site, that they understand all utility hookups, and are aware of the closest bathhouse and trash receptacle.
- Provide light technical and maintenance assistance to guests having difficulty with hook-ups at their site (including cable, tv programming, wifi, water, sewer and electric).
- Deliver items around the Park. For example: ice to the Ballroom; soda to the cafe; or pre-ordered firewood, replacement parking passes, etc. to guests at their sites.
- Collaborate with the office to respond to guest policy violations by enforcing CHP's Code of Conduct.
- Possess a well-rounded understanding of CHP's amenities, services, and inventory, and respond to guest queries as appropriate.
- Provide tours of rental units to visitors.
- Provide traffic control to keep the driveway clear during peak check-in times and to assist with parking for large events.
- Help maintain the grounds by picking up litter, pet waste and letting a supervisor know of any maintenance or landscaping concerns.
- Execute other tasks, such as filling the ice machine in the office; building a fire in the Conference Center; driving the CHP shuttle and/or tractor; etc. as needed.

### **Critical behaviors/skills**

- High energy level and enthusiasm for the campground and our guests.
- Must enjoy and be good at customer service, using diplomacy and de-escalation tactics to diffuse difficult situations.
- Basic knowledge of RVs required. Must be familiar with backing-up an RV.
- Use resources well. Able to multitask and prioritize.
- Must possess a "can-do" and "will-do" attitude.
- Able to adapt to and work effectively with a variety of personalities.
- Must be responsible, prompt, and committed to the job.

### **Other requirements**

- Able to work outside in all-season environment, drive a golf cart, stoop, bend, use hand tools, and lift 25-50 lbs on occasion.

- Must speak English.
- Maintain a valid drivers license.
- Knowledge of technical systems (mechanical, electrical, and tv/cable) a plus.

**To apply:**

Please submit your resume and a brief statement of interest that tells us a little bit about your past work experience and why you are interested in joining the Cherry Hill Park team. Applications will be considered on a rolling basis.

Part-time or full-time applicants will be considered. Compensation is hourly, starting at minimum wage, and includes a full-hook-up site. The duties and responsibilities in this job description may be subject to change at any time.

All qualified applicants will receive consideration regardless of race, color, religion, sex, sexual orientation, gender identity and/or expression, age, national origin, pregnancy status, physical or mental disability, genetic information, marital status, status with regard to public assistance, or any other characteristic protected by federal, state or local law. Cherry Hill Park will provide reasonable accommodations for qualified individuals with disabilities.