

Admin Clerk

Part Time Seasonal

Reporting Relationship: Reports to manager on duty.

Essential Functions & Responsibilities: The most important responsibility you will have is good customer service. You will need to have good people and customer service skills, a positive attitude, and the ability to defuse potentially confrontational situations. Your responsibilities will include:

- Answer FLB phones in a timely and friendly manner, make reservations, write work orders for maintenance, grounds and facilities.
- Greeting customers, serving them and answering their questions to the best of your ability.
- Take and relay messages to other department managers or owners in a timely manner.
- Contribute as needed: prepare and serve customers ice cream or quick service snacks, rent boats, stocking, cleaning etc.
- Complete sales transactions for store merchandise.
- Pass Illinois Safe Food Handler Course (online).
- Pass Basset Course (online).

Education & Experience: Must be at least 21 years old.

Skills & Knowledge:

- Must be flexible and open to changes in procedures.
- Ability to work thoroughly and quickly under pressure.
- Cash handling skills: must be able to count back change, work with the POS system with accuracy and speed.
- People skills, good verbal communication skills consistent with hospitality, customer service and professionalism.
- Open and interested in growing your knowledge of Fish Lake Beach's facilities, activities, features and area services as well as company policies and procedures as they apply to serving campers, the public and safety.
- Basic computer skills and customer service standard practices.
- Ability to read and interpret documents such as: reservation requests, voice and emails, and procedure manuals.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written or verbal form.

Excellent customer service and problem-solving skills.

Language Skills: Ability to verbally communicate with customers and employees of Fish Lake Beach Inc. in a professional, calm and polite manner, absent of cursing, slang or disrespectful tone.

Mathematical Skills: Ability to add, subtract, and multiply.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Sometimes required to walk on paved and unpaved surfaces outdoors.
- Regularly stands much of the shift.
- Frequently moves boxes, bundles of firewood, retail stock, bags of ice, outward and above the shoulder for extended periods of time to a maximum height of 6 feet.
- Employee must be able to lift and move 25lbs.
- Employee is frequently required to speak, hear and interact with employees and customers.
- Employee must be able to visually inspect the campground and make visual observations.

Work Environment: The work environment characteristics described here are representative of those a clerk encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Clerks are expected to arrive on time and be ready to work.
- Clerks must use timeclock. Clerks can break for lunch, without punching out if they stay in the store.
- Staff shirts are required and are provided by Fish Lake Beach. Shirts may be worn with slacks, jeans, or shorts. Clothing must be clean and presentable.
- Personal cell phone usage must be kept at a minimum. No cell phone usage when working. You may check your cell phone during your break and must be done in the back room, not in front of customers.

Seasonal Employment: If hired, you'll be expected to work the entire season.

Shifts Needed: Friday daytime and possibly Friday evening, Saturday daytime. Hours to be determined.

I have read and understand the job description for this position. I also understand that I must be able to perform the Essential Functions and Responsibilities stated in this description.

Employee Signature: _____ **Date:** _____ **Print Name:** _____

Senior Manager/Owner Signature: _____ **Date:** _____