

### **About the Position**

**Farm Store / Campground Registration Staff** work to create first-rate experiences for campground guests during their stay. They always answer every question, phone call, and email with warmth and professionalism. They are effective communicators and enthusiastic ambassadors for Wolfe's Neck Center, welcoming campground guests and day visitors, promoting Center events and programs, managing registration and reservations, answering a wide range of questions about the Center and area, keeping fellow staff motivated and upbeat, highlighting Farm Café specials, and facilitating front desk activities and campground store sales, under general supervision.

### **About Our Organization**

Wolfe's Neck Center for Agriculture & the Environment is on a mission to transform our relationship with farming and food for a healthier planet. We are a nonprofit education and research center situated on 626 acres of farmland, forest, and coast in Freeport, Maine. Our campus consists of an organic dairy program, livestock barns, diversified fruit and vegetable production, an oceanfront campground, and miles of wooded hiking trails. As a working farm located within a unique mix of ecosystems, we offer a remarkable and inspiring place for visitors of all ages to learn and play.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greets public professionally and cheerfully, provides information on campground services and other information as needed.
- Operates the campground office/tent and store, including sales, stocking, making reservations using online platforms, completing daily paperwork such as drawer balance reports, and assigning campsites in person, over the phone, and via email.
- Responsible for opening and/or closing the campground office and equipment rentals.
- Answers phones and respond to email inquiries in a prompt, efficient and friendly manner.
- Operates point of sale system and register, and responsible for maintaining a balanced till.
- Promotes campground services and facilities as well as larger WNC events and amenities such as hiking trails, festivals, Farm Café specials, and composting program.
- Explains important policies to guest and visitors to ensure a safe environment for all.
- Resolves minor complaints to guest satisfaction, informs supervisor or manager of major problems, complaints, disturbances or unhappy guests or staff.
- Develops and maintains effective and professional relationships with fellow staff members.
- Attends mandatory orientation, training, and manager meetings as requested.
- Maintains professional appearance and wears full uniform including name tag.
- Applies and follows organization policies and procedures.
- Checks out canoes, kayaks, tandem kayaks, and bicycles at various campground locations.
- Assists in keeping campground office, store, staff lounge, and guest areas neat and clean.
- Must keep pace with demand from customers and co-workers during peak busy hours.
- Ability to be relatively flexible regarding hours.
- Performs other duties as assigned.
- All new hires are required to provide proof of COVID-19 vaccination (including booster) for employment. Wolfe's Neck Center follows Maine CDC guidelines for COVID-19 protocols and expects all employees to be willing to adhere to those safety measures.

**Other Requirements**

Ability to establish, maintain, and foster positive and harmonious working relationships with guests and co-workers, in your department and across WNC; to get along with co-workers regardless of and with respect of differences, and to promote a positive work environment; to support co-workers and refrain from speaking ill or implying negativity toward a co-worker or guest during shift hours, in staff lounge, or in front of guests.

**Language Skills**

Ability to read and comprehend instructions, short correspondence, and memos; to compose simple correspondence in a friendly and professional manner; and to communicate effectively one-to-one and in small groups to customers and co-workers.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, using a calculator. Ability to compute rate, ratio, and percent.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions provided in written, oral, or diagram form; and to address common guest issues and concerns.

**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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Standing: 50-70 % of the time, on flat surface; sitting: up to 50%; walking 25 % 2-50 feet; lifting and Carrying: up to 25 lbs.

**Other Requirements**

Working availability on nights, weekends, and holidays is required. Farm Store/Campground Registration staff report to the Visitor Services Manager during their time of employment.

**Terms of Employment**

This is a 32-40 hour a week seasonal position, running from May 15<sup>th</sup> to October 15<sup>th</sup>, 2022. A commitment to the entire camping season is required. The camp is open 7 days per week and work hours require evenings, weekends, and holiday work.

Compensation includes: \$16.00 per hour to be paid on a bi-weekly basis; potential for low-cost on-site housing or camping; free rentals for bikes, kayaks, and canoes (dependent on availability); discounted oceanfront camping (dependent on availability); 25% discount in the Farm Café and Farm Store.

**To Apply**

To apply, please submit a cover letter and resume to Tyra Parker, Visitor Services Manager at [tparker@wolfesneck.org](mailto:tparker@wolfesneck.org).

Wolfe's Neck Center for Agriculture & the Environment does not discriminate on the basis of any protected category. Applicants are selected based on their ability to perform the essential functions of the job, prior related work experience, and references from previous employers.