



• GOLF COURSE • CAMPGROUND • RESORT • CREMEE • MARINA

---

PH: 204-855-2307 www.oakislandmb.ca Oak Island Resort: Box 563, Oak Lake, Mb R0M 1P0

**Title:** Guest Services Night Duty Agent  
**Purpose:** Execute the evening operations of the campground

#### Qualifications

- Must be able to work with limited supervision
- Must be alert and have good problem- solving abilities
- Must have strong interpersonal, verbal, and written communication skills
- Must have a positive attitude and be 18 years of age and older
- Must be able to work evenings and weekends
- Must be physically able to lift 50 lbs, and walk for extended periods of time on site.
- Experience in Hospitality and/or customer service is an asset, but willing to train the right individual.

#### Duties

- Drive and walk through the campground ensuring that our guests have a safe and welcoming environment to camp in while providing a staff presence
- Respond to and troubleshoot technical issues related to products and services, including but not limited to power outages, water issues, bathroom maintenance, etc.
- Identify and report irregularities, equipment deficiencies, safety hazards and/or security concerns
- Monitor campground access after regular hours and respond to unauthorized entries
- Maintain and uphold our campground bylaws and respond appropriately when issues arise.
- Assist with executing, and monitoring events and entertainment
- Monitor pool chemical levels and complete all necessary operational and closing duties for the pool.
- Handles all guest interactions with the highest level of hospitality and professionalism
- Takes action in all matters related to the safety, security, satisfaction and well being of our guests and employees without requiring special direction
- Advise senior management of any major incident as per emergency contact sheet
- Enforce and comply with all company policies and procedures which are fundamental in maintaining effective performance, communication and good business reputation
- Provide a detailed handover to the day manager, including any guest related or maintenance issues
- Perform any other duties as assigned by management.