

# Job Posting

**INTERNAL x** (OIB Membership)

The Job Posting will be posted at, Osoyoos Indian Band Nk'Mip Resource Centre, OIBDC, OIBDC Businesses, Sen Pok Chin, Nk'Mip Daycare)

**EXTERNAL**

Date: February 4 <sup>th</sup> 2022	Position: Full time Reservation Associate at the Nk'Mip Campground and R.V Park
Contact Person: Don Brogan, General Manager	Phone: 250-689-9866 cell
Company: NK'Mip Campground and R.V Park	
<p>Primary Role ..... The primary role of a Reservation Associate is to serve customers over the counter, handle inbound; email &amp; phone inquiries by using the campground's reservation system to record current and future reservations and cash transactions while ensuring that these clients are receiving the highest possible quality of customer service.</p>	
<p><b>Basic Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Understands and operates the computer system and related office equipment.</li> <li>• Provides customers with fast friendly service upon arrival.</li> <li>• Ensure upset customers that their complaints will be investigated and passed on to the appropriate people.</li> <li>• Uses slow times effectively by finding extra things to do; cleaning, filing, improving job skills, etc.</li> <li>• Keeps his/her immediate supervisor well informed both verbally and through email on all important issues that can negatively affect the consumers stay and perception of service.</li> <li>• Correctly process consumer cash sales on all product lines. Correctly handle credit card &amp; debit card transactions.</li> <li>• Ability to work with other employees.</li> <li>• Able to work week ends</li> </ul>	
<p><b>Minimum Qualification Requirements:</b></p> <ul style="list-style-type: none"> <li>• Is articulate and capable of communicating effectively both verbally and in writing.</li> <li>• Excellent ability to produce first class customer service.</li> <li>• Experience in Hospitality services or equivalent experience.</li> <li>• Demonstrates the capability and understanding of the recreation and tourism industry.</li> <li>• Attends all training programs facilitated by Nk'Mip Campground</li> </ul>	
Location	Osoyoos B.C.
Start Date	Open until filled
Workdays & Hours	8:00 am to 10:00 pm (5 days a week – 8 hours/day) shifts may vary
Term of Employment	Full Time
Pay Rate	Based on wage scale
Deadline for Applications	Open until filled
Email resume to: Don Brogan <a href="mailto:dbrogan@oib.ca">dbrogan@oib.ca</a> and or Leona Baptiste at <a href="mailto:lbaptiste@oib.ca">lbaptiste@oib.ca</a>	