

Position Title: **Office Assistant**
Supervisors: Jeremy Cearley, TLC Holdings, LLC, John Buck On-Site Manager
Location: Hee Hee Illahee RV Resort
4751 Astoria Street
Salem, OR 97305
Salary: BoE
Non-Exempt; At Will

Summary of Position:

The front desk associate, under the general supervision of the office supervisors, performs routine office duties, conduct sales, ensures good customer service and performs a variety of tasks that require planning and organization to meet the TLC's quality and performance standards. The position requires interpersonal skills necessary to coordinate the workflow among two or more staff members at the resort as well as integration with the public.

Key Responsibilities and duties:

Duties listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Office assistant will perform the following duties:

- Respond timely and effectively to telephone, email and mail inquiries and messaging equipment.
- Communicate verbally and in writing between customers, suppliers, visitors, guests and/or relevant staff, and interpret and respond clearly and effectively.
- Maintain and develop existing and new customers through appropriate communications to sustain customer relationships and satisfaction.
- Effectively schedule and process reservations, confirmations, cancellations, changes, and/or moves and information to meet company policy and procedures.
- Perform check-in/check-out procedures of daily, weekly and monthly guests.
- Effectively collect and process deposits/payments, and guest/customer charges and fees in computer, and follow appropriate register close-out procedures.
- File data and perform other routine clerical tasks as assigned and for other departments as needed.
- Operate a variety of office machines
- Notify and schedule maintenance work orders/requests
- Sort and distribute mail on a timely basis and assist with deliveries of packages/office supplies/Resort deliveries,

- Effectively respond and document customer complaints/concerns/action according to company policy and procedures.
- Educate, enforce and inform guests of Resort rules.
- Carry out market surveys as directed.
- Monitor and be observant of non-registered guests entering the Resort.
- Instruct guests of proper trash disposal and/or procedures.
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relative health and safety procedures.
- Maintain work station and work areas of relevant office supplies to accomplish personal duties.
- Attend training and pursue personal development of relevant skills and knowledge for the effective performance of the role.
- Learn or have knowledge of Campground Manager and financial software.
- Be familiar with Microsoft Excel, Word and Outlook as well as Windows 10 OS.
- Keep the Resort secure as possible
- Inspect Resort daily
- Have a valid Oregon Driver's License
- Oregon Q care certification (we will get you certified)
- Propane service and certification (we will train and get you certified)
- Basic first aid training certification (we will get you certified)
- Be able to lift 50lbs
- Be able to climb ladders safely
- Test and add chemicals to the hot tub and pool on a regular basis. (we will train you)
- Count laundry money as needed and complete report as described in company procedures and make the deposit.
- **Perform other assignments and tasks as required by management.**

SUPERVISORY CONTROL:

This position is supervised by Jeremy Cearley of TLC Holdings, LLC and John Buck, On-Site Manager, who assigns projects and priorities. Employee will also regularly interact with the Siletz Tribal Business Corporation; owners of Hee Hee Illahee RV Resort.

All new employees will serve a ninety-day probationary period to enable Jeremy Cearley of TLC Holdings, LLC, to determine their suitability as a TLC Holdings, LLC, employee. After the ninety-day probation the employee will be evaluated of his /her performance and at that time it will be decided if the employee is entitled to a regular employee status.

TLC Holdings, LLC, Tribal Preference Policy:

Indian Preference Policy will apply. TLC Holdings, LLC, will give a tribal preference as follows: first to enrolled Siletz Tribal members; and secondly to enrolled members of other federally recognized Indian Tribes.

TLC Holdings, LLC, does not discriminate in selection because of race, creed, age, sex, color, national origin, physical handicap, marital status, politics, membership, and non-membership in an employee organization.

This position will remain open until filled. Interested candidates should send a resume to Jeremy Cearley, TLC Holdings, LLC, via email at manager@heeheillahee.com, by fax to 503-463-6878, or by mail to Hee Hee Illahee RV Resort, 4751 Astoria Street NE, Salem, OR 97305.