



Job Description

POSITION TITLE:	Sky Mountain Camp Hospitality Worker (Temporary) Sky Mountain Outdoor Education Center STEM, Workforce Development and Innovation Educational Services	#4082
SALARY PLACEMENT:	Classified Temporary Hourly Salary Schedule Range 28	

SUMMARY OF POSITION:

Under the direction of Sky Mountain Outdoor Educational Center Management, provides friendly, welcoming and information services and support to guests. Addressing guest concerns and resolving issues promptly. Creating positive and memorable experiences for all visitors. Ensure both the safety and enjoyment of our guests while effectively managing the business aspects to rentals for guests.

Does related work as required. Option to live onsite in a shared dorm style room. Meals are included when guest groups are present. Commit to the entire length of the season with an opportunity to continue into the next season.

MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING:

Possess classwork or equivalent experience in outdoor recreation tourism and hospitality. Excellent customer service experience, customer service skills and a positive attitude. Strong communication and interpersonal abilities. Possess a valid Food Handlers certification or commit to obtaining it within the two weeks of hire date.

DESIRABLE QUALIFICATIONS:

Possess a Bachelor's Degree in Outdoor Recreation in Parks and Tourism or any equivalent combination of education, training, or experience. Has a knowledge of the history and ecology of the Sierra Nevada Mountains and other related subjects.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work cooperatively with the San Joaquin County Office of Education (SJCOE) Sky Mountain Outdoor Education staff, and create a positive work environment as well as capable of working independently
- Ability to create positive experiences and show cultural sensitivity
- Ability to work nights, weekends, holidays, and support for overnight emergencies
- Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier
- Be able to handle unexpected situations, be flexible and receptive to change, make decisions and solve problems
- Provide instruction, leadership, and guidance to guest groups and students
- Speak and make presentations before large groups of people
- Possess strong interpersonal skills
- Understanding of how weather patterns can change quickly, and how to prepare for those changes

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Welcoming guest groups upon arrival and lead groups into their cabins and assist them with their set up. Assist all guests upon departure.
2. Addressing guest concerns and solving them promptly.
3. Help transport guest, materials, and luggage from place to place in vehicles as needed.
4. Communicate with guest groups before their arrival to confirm all arrangements for cabins, meals, and activities.
5. Assist guest groups with resources and materials as needed.
6. Teach guest groups how to use technology provided, such as MiFis, Promethean boards, microphones, etc.
7. Assist Naturalists with campfire activities.
8. Support Maintenance with small items/tasks such as retrieving toilet paper and soap for groups.
9. Support Kitchen with information about guest dietary restrictions.
10. Maintain inventory of infirmary.
11. Maintaining cleanliness and organization of common areas and guest spaces. Performing basic maintenance like trash collection and debris removal as needed.
12. Assist with equipment and gearing up guests with water safety equipment.
13. Enforcing safety regulations and procedures.
14. Be knowledgeable on the guest group contract to ensure quality service.
15. Collaborate with staff and other guest group leaders to plan, set up, lead and clean-up camp activities as needed.
16. Perform other related duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit, stand, and walk for extended periods.
2. See and read printed matter, with or without visual aids, distinguish colors, read, and understand rules and policies, labels, and instructions.
3. Verbal communication including the ability to speak and hear at normal room levels.
4. Stand, walk, and bend over, reach overhead, grasp, pull and move, lift, and/or carry up to 50 pounds to waist height.
5. Work outside in inclement weather.
6. Hike over uneven terrain for up to five miles in inclement weather conditions
7. Ability to use telephones, office equipment and computers.

WORK ENVIRONMENT:

Employees in this position will be required to work outdoors and in a standard work environment located in the Sierra Nevada Mountains. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.