

# Wisconsin Lions Foundation, Inc.

## *Job Title*

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Rentals Specialist

## *Responsible To*

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Hospitality Director

## *Summary*

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The Rentals Specialist is responsible for providing exceptional customer service to our guests by anticipating and responding to group needs throughout their rental.

## *Important Consideration*

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This is an on-call position. The Rentals season runs from January 2 – May 26, 2023 and August 4 – December 22, 2023. The most active months are May, August, and September.

## *Required Qualifications*

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1. Minimum of 18 years of age.
2. Sufficient visual, auditory, communication and cognitive abilities to lead and interact with rental groups.
3. Reliable means of transportation to and from the Wisconsin Lions Camp facility.

## *Preferred Qualifications*

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1. Customer service experience.
2. Leadership experience.
3. CPR, AED, First Aid, and Lifeguard certification.
4. High school diploma or equivalent education/experience.
5. Valid Driver's License.
6. Tractor driving experience.
7. Archery experience.

## *Essential Functions*

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1. Greet and provide a facility orientation to rental groups.
2. Understand, explain, and enforce rules, regulations, and policies of the facility and program areas.
3. Supervise, lead, and communicate with groups participating in general program activities including but not limited to crafts, performing arts/music, campfires, fishing, archery, field games/sports, cross country skiing, snowshoeing, sledding, and wagon rides.
4. Respond to environmental and other hazards related to the facility and lead the rental group appropriately.
5. Recognize and respond to emergencies.
6. Critical thinking skills and ability to independently make quick decisions regarding the safety of guests.
7. Receive and follow general instructions and feedback.
8. Stand or sit for extended periods of time when required while remaining alert.

9. Represent the Wisconsin Lions Foundation, Inc. professionally at all times.
10. Work collaboratively as part of the Wisconsin Lions Camp Rentals team.
11. Contribute to a positive atmosphere by being respectful to others, the facility, and yourself.

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*Specific Responsibilities*

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1. Greet and provide a facility and/or program area orientation to rental groups.
  2. Facilitate activities that are appropriate for the intended audience, utilizing overall group goals and communication with group leaders and the Rentals Host.
  3. Maintain activity equipment in excellent working condition and submit supply and maintenance requests to the Hospitality Director.
  4. Be trained to lead archery as assigned.
  5. Be trained to drive the tractor and wagon as assigned.
  6. Assist with food service preparation, service, and/or clean up as assigned.
  7. Complete periodic inspections of bathrooms, meeting spaces, and lodging buildings to refill paper towel, toilet paper, remove and replace garbage bags, and provide other basic cleaning/restocking services.
  8. Prepare buildings for rental group use including but not limited to lifting, moving, and setting up tables and chairs and other items as needed.
  9. Communicate with the Hospitality Director and/or Rentals Host as needed.
  10. Attend and participate in all staff meetings and/or trainings as assigned.
  11. Facilitate a positive and welcoming environment for all people.
  12. Know when to ask for assistance and support fellow staff.
  13. Maintain the confidentiality of guests and staff relating to issues such as health, behaviors and other situations that may arise.
  14. Serve as the on-site Rentals Host as assigned.
  15. Substitute for other staff during the time of an absence as assigned.
  16. Assist during emergencies or any other situation as directed by the Hospitality Director and/or Rentals Host.
  17. Assist with facility clean up after each group departs.
  18. Work in both an indoor and outdoor environment which may include extreme heat, cold, precipitation, sun, or humidity.
  19. Other duties as assigned.
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