



Be a part of the

Visitor Experience Team

with Daviess-Martin County Parks

As a member of the Visitor Experience Team, you'll be making it possible for folks enjoy their time outside and experience the outdoors, healthy living, and memory-making with friends and family.

What We Are Looking for in You

Customer service skills are essential in this position. Candidates must have excellent verbal and written communication skills. Basic math and computer skills are also necessary. This position is in a fast-paced environment and at times can be extremely busy. We hire team members that are friendly, focused, and cheerful. In order to be effective, you will need to have reliable transportation to and from work, and the ability to be absolutely punctual. Experience handling money is also important. Our team members must be cool under pressure. Sometimes a visitor may be frustrated or upset, and our team members must be able to calmly and pleasantly address these situations. We also have expectations that our team members follow all park policies and guidelines. Finally, as this position is front-line customer service, we ask that team members do not have their personal cell phones visible to a customer at any time. It is important that all members of our Visitor Experience Team understand that we put our customers first and make them feel so very welcomed.

What You Can Expect from Us

We want to help you grow as a professional! We believe it is important to foster an environment based on the principles of open and approachable communication, personal growth through experiential learning, and a compassionate workspace. We will be fair and thoughtful in our training, scheduling, and communications. We will always be transparent in our practices and will offer explanations for policies, rules, and adaptations. We want our team to function as a partnership in which both partners are working toward the same mission of bringing people into our parks and assisting them in having the best experiences we can offer to them.

What Your Days at the Park Look Like

There are three spaces you may work as a Visitor Experience Team member. All places involve handling money, answering phones and emails, working up reports, light cleaning, and helping customers directly. You may be required to open and/or close at any site in the dark.

The Gatehouse typically means a shift of manning the registers and reservations. You will be responsible for checking customers in to the campgrounds, taking entrance and fee payments, setting up reservations, answering many questions, completing reports, doing light cleaning around the gatehouse, and other duties. It can get really, really busy on the weekends, but that makes it exciting. It's a really neat place to work, because you literally are the first person a visitor will talk to when coming to the park. You can set the tone for their visit with your friendly smiles and helpful attitude!

Glendale is another campground, but without reservations. What makes this position unique is that there is a much broader spectrum of duties here. You work in an absolutely beautiful area and in a different way than at

West Boggs. You are the connection between the camper and the parks department at Glendale. You will need to be comfortable helping out with any programs that may take place onsite. Also, at times, you will be required to do slightly heavier cleaning in the restrooms and the fish cleaning station. This position is really amazing because things move slower at Glendale. You have time for a chat and will enjoy serving customers in a more open-air environment. If you are a nature-lover, you will love this.

If you are assigned to the Camp Store, you will be handling merchandise sales and directing people to resources. You will interact with many children and families as they come in and out for ice cream, bait, supplies, or stop in for programming in the adjacent room. You may need to get firewood and ice out of the storage spaces if a customer needs help. You will have to stick your arm into a box of crickets at some point. Restocking supplies, dusting, and keeping an eye on the parking lot trash is also part of this position. You will need to talk a little about the animals we have displayed and we will include that in your training. You will also be in charge of the putt putt course. This area is awesome for getting to know the visitors and talking to them about opportunities for recreation at the park. It is a ton of fun!

A Few More Details

- Positions start at \$10.41 per hour.
- Team members must be responsive to their direct supervisors.
- First Aid/CPR training is required and will be provided.
- Team members have a maximum amount of hours they can work each season.
- There is a dress code, though it is fairly relaxed. Open-toed shoes are prohibited.
- You must work with your direct supervisor to set up shifts and time off following our seasonal employee policy guide.
- You are required to follow PCI Compliant money handling practices on which you will be trained.

If you are interested in applying for a position as a Visitor Experience Team Member, please contact Danielle Sexton, our Customer Service Manager, at danielle@westboggs.com or via phone at 812 295 3421. You will be required to complete an application and interview, even as returning staff.

West Boggs Park strives to include people of all abilities without biases based on differences of any kind. We have a commitment to respecting individuals and promoting dignity, compassion, equality, and self-esteem through fellowship and programming at the park. Our park has always been a welcoming family and invites everyone with open arms.