

REBECCA M. MARGEL

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CAMPGROUND OPERATIONS & GUEST SERVICES MANAGEMENT

Operations and customer service leader with more than 20 years of experience in staff supervision, training, scheduling, and administrative operations, including five years in campground guest services. Background includes managing a 215-employee team in grocery retail, leading a high-volume Goodwill store, and owning a service business. Experienced in campground reservations, guest issue resolution, payments, office administration, and independent day-to-day operational decisions.

CORE COMPETENCIES

Campground Office Operations | Guest Experience & Complaint Resolution | Team Leadership & Training | Staff Scheduling | Reservations & Campground Master | Cash Handling & Basic Bookkeeping | Inventory & Retail Operations

PROFESSIONAL EXPERIENCE

Smithwoods RV Park | Felton, CA

Reservation Specialist / Camp Host | Sep 2021 – Present

- Handle campground reservations, registration, payments, guest inquiries, and complaint resolution using Campground Master.
- Make routine day-to-day operating decisions independently and coordinate office activity, records, and guest communications.
- Schedule and train new workcampers in office procedures and support coordination with outside maintenance staff.
- Perform basic bookkeeping and banking transactions and maintain accurate administrative records.

Goodwill Keystone | Lewisburg, PA

Store Manager | Dec 2013 – Aug 2021

- Led daily store operations, employee scheduling, inventory management, and staff training in a high-volume retail environment.
- Managed operations at a location generating more than \$1 million in annual revenue and worked toward sales targets.
- Mentored employees, resolved customer issues, and collaborated on promotional initiatives.

Walmart | Selinsgrove, PA

Overnight Support Manager | Jun 2013 – Dec 2013

- Oversaw overnight workflows, inventory, shipping and receiving, and shift transitions.
- Conducted employee onboarding, safety training, and performance evaluations; prepared operational reports.

Weis Markets | Selinsgrove, PA

Customer Service Manager | Nov 1998 – Feb 2013

- Managed a team of approximately 215 employees in customer service operations.
- Coordinated payroll, benefits, onboarding, and staff development in accordance with company and regulatory requirements.
- Improved service workflows and responded to customer feedback to support efficient operations.

Aspen Hollow Kennels | Selinsgrove, PA

Owner / Groomer | Sep 1998 – Aug 2021

- Operated a pet grooming business, managing customer relationships, appointments, and daily service delivery.