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## **Campground Manager - 2024 Season**

We are currently seeking an experienced couple to live on site and manage the day-to-day operations of Shuswap Falls RV Club. On-site accommodations in the Managers house plus an attractive compensation package will be provided. Vacation time of 3 weeks is provided in the off season.

The Campground Manager's oversee the campground operations and retail store, hiring, supporting, and training part time camp hosts. Manages day to day operations for the campground, ensuring all guest services and maintenance of the common areas and successfully resolving any guest/owner situations that may arise.

### ESSENTIAL DUTIES:

#### Customer Relations:

- Effectively deliver exceptional customer service
- Build solid brand recognition for the campground based on delivery of service
- Ensure a safe and enjoyable environment for guests and owners

#### Personnel Management:

- Hire, train and supervise part time camp hosts as required. Ensure they understand campground goals, standards, and policies
- Ensure we comply with provincial health and environmental laws

#### Asset Maintenance/Physical Property Management:

- Responsible for the buildings, grounds, and equipment
- Ensuring Health & Safety issues are a daily priority in the delivery of services
- Oversee outside contractors' delivery of services (waste removal, etc)

#### Budget Responsibilities:

- Oversee daily preparation of cashier reports, payroll and other daily, weekly and monthly reports
- Oversee the collection reports and security of monies from registration fees and sales
- Track budget progress and report any discrepancies
- Maintain an accurate computerized guest registration system

## QUALIFICATIONS & SKILLS (Front office & Grounds)

- Preference of two years or more experience as a Manager. Experience as a Manager in a campground would be an asset
- Preference of previous experience in property, hospitality or similar management experience
- Willingness and ability to learn cash management and audit system
- Computer literacy in MS Office programs is required, with past experience in Quickbooks.
- Both individuals must have outstanding guest service skills
- Both individuals must be able to build positive relationships with owners and Guests
- Both Individuals must be strong in leadership, motivation and a desire to exceed beyond expectations
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Ability to organize and prioritize projects
- Ability to successfully complete a pre-employment criminal record and background check

## EMPLOYMENT INFORMATION

- This is full time position in a seasonal park with duties year round
- Vacation time of 3 weeks in the off season
- Competitive salary
- Housing and utilities included
- Use of your own vehicle
- Paid milage
- Year-end performance bonus

Application deadline: 2024-02-20

Expected start date: 2024-04-15

Please forward resume to the Board email: [board@shuswapfallsrvresort.com](mailto:board@shuswapfallsrvresort.com) by February 20, 2024.