

**RV Park & Inn
RV Park & Inn Manager Job Description**



Department: RV, Inn and Country Park

Job Title: RV Park and Inn Manager

Exempt Status: Exempt

Position Status: FT

Date Completed: 1/7/2023

Written by: Melissa Cloud

Company Conformance Statements:

In the performance of their respective tasks and duties, all employees are expected to conform to the following:

- Perform quality work within deadlines, with or without direct supervision.
- Interact professionally with Managing Members, other managers and employees, guests and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with Managing Members, other managers and employees and organizations.
- Follow all rules, policies and safety guidelines for tasks/jobs, setting an example for others.
- Perform any additional tasks as required.

Position Purpose: Manage all aspects of the RV Park, Inn and Country Park, providing all our guests with the best, most memorable experience possible.

Responsibilities/Duties/Functions/Tasks:

Office Management:

- Responsible for the daily planning and management of the Inn and campground, including reservations, cancellations, modifications, and groups.
- Manage, schedule, and maintain a qualified, friendly, and professional staff to comply with business needs.
- Evaluate the performance and productivity of staff. Ensure the recruitment and retention of well-motivated, trained, and developed key personnel. Recommend compensation adjustments as necessary.
- Manage the Park store sales by procuring and managing inventory, including proper merchandising.
- Manage RMS and OTA presence and relationships.
- Properly store and organize any paperwork, receipts, and reports.
- Engage with event vendors as their liaison. Resolve all event issues in a timely manner.
- Submit accident and incident reports to the Director of Safety in a timely manner.
- Contribute ideas, solutions, and experiences that will grow the Park and improve guest experiences.
- Maintain comprehensive documentation to include park happenings, employee details, and any other pertinent information with regard to running the Park smoothly.

Permanent Residents:

- Use discretion when processing monthly applications. Ensure compliance with federal, state and local agencies that regulate fair housing laws and resort operations.
- Work with Managing Members to adjust the monthly rent to ensure market competitiveness.
- Manage the rent collection process, including collecting and posting monies.
- Handle delinquencies with the monthly rent, and evictions when necessary.

Grounds Maintenance:

- Responsible for reporting general maintenance of the campground buildings, facilities, equipment, and grounds.
- Manage and maintain the standards and cleanliness of the campground to meet the needs of guests.
- Implement daily, weekly and monthly maintenance and cleanup programs including lawn mowing, weed control, landscaping, garbage pick up, pool maintenance and various other campground equipment upkeep.

Guests:

- Monitor compliance with all campground policies, programs, and procedures, including safety requirements.
- Be available 24/7 to assist guests or resolve any campground or Inn issues that may arise.
- Handle emergencies that may arise onsite.
- Resolve resident and guest complaints in a timely and professional manner, communicating through a variety of means.
- Determine the best course of action in the event a question or situation does not have an established guideline.

Miscellaneous:

- Manage various duties assigned by the Managing Members, such as taking pictures of creek erosion, helping transients and trespassers leave the property, having abandoned vehicles removed by the county, etc.

The responsibilities and duties are not limited to those mentioned above.

Qualifications:

- Prior management in the hospitality industry (RV Park a plus)
- Ability to live onsite, for 24/7 coverage
- Ability to work evenings, weekends and holidays
- Excellent oral and written communication skills
- Willingness to maintain confidentiality
- Demonstrated excellent Customer Service experience
- Ability to count and handle money accurately

Special Position Requirements: Handling swimming pool chemicals

Equipment used:

- Golf Cart
- Computer and mouse
- Calculator
- Telephone
- Testing swimming pool chemicals

Work Requirements: Actual physical work required, i.e. standing at cash register, loading items onto shelves, sitting, working at a computer, etc – include approximate amount of time per day-- N (Never), O (Occasionally up to 3 hrs per day), F(Frequently, 3 – 6 hrs per day), C (Constantly, 6 – 8+ hrs per day), based on 8 hour shift.)

Standing/walking – F

Driving a motorized vehicle (golf cart, forklift) - O

Repetitive pushing/pulling (scrubbing, wiping, mopping, sweeping, scraping, hosing) – O

Climbing, working from a ladder or stepstool – O

Bending/stooping (merchandising, stocking, etc) – O

Kneeling (cleaning toilets, floors, stocking, merchandising, etc) - O

Lifting up to 50 lbs (Cases of water, wine, etc) – O

Reaching (stocking, merchandising, cleaning walls, windows, mirrors, etc) - O

Overhead work (stocking, merchandising, cleaning walls, windows, etc.) - O

Other tasks, including minor maintenance and/or repair – O

Receiving Merchandise - O

Merchandising/ Stocking items – O

Working at a computer - C

Standing at a cash register – O

(Tasks vary by day, not all tasks are performed every day)

Preferences: [Preferred attributes for the position which are not absolutely required in the minimum qualifications (i.e., multilingual, college degree)]

- Able to read and write English

Approved by Manager: _____ Date: _____

Approved by Director of HR: _____ Date: _____