

SEASONAL PARK MANAGER

General Summary: Under the general supervision of the Full-Time Operations Manager and Full-Time Operations Director with oversight provided by the Park Superintendent. Responsible for the supervision of the Seasonal Office Manager and all line level positions within the park. Duties include supervision and participation in all established work functions necessary to operate and maintain a county park and campground operation as listed in the typical and essential duties section of the job description.

Conduct: Conduct, both inside and outside the park boundaries, whether in uniform or not, should convey a favorable impression to the public and never reflect negatively upon the Mecosta County Park Commission. Employee is expected to remain professional at all times while interacting with patrons, superiors, park managers and line staff.

Drug Free Workplace Policy: Acknowledgement and compliance with the County of Mecosta Drug Free Workplace Policy is a condition of employment. Passing of a pre-employment physical is a requirement of this position.

Hours of Work: A standard work week consists of forty to fifty hours per week, five days per week, with two days off per week. Due to the nature of the job, the employee will be expected to work most weekends and holidays. Employee agrees to be on-call a minimum of 3-4 times per week and reside within the park during non-working hours to address customer complaints and emergency situations that may arise. Additional work and on-call hours may be required of the employee due to unusual circumstances (emergencies, employee absenteeism, exceptional park usage, etc.). Work schedule will be reviewed and approved by the Operations Director or Operations Manager.

Housing: Residence in the park is required a minimum of 3-4 nights/week during the camping season. A seasonal campsite or housing unit will be provided as part of the job offer for the position. The housing unit or campsite provided shall always be kept clean and maintained to the satisfaction of the Mecosta County Park Commission. The Park Manager will receive one annual vehicle permit to enter or reside within the park.

Minimum Entrance Requirements: High school diploma or higher education is required. Applicant must also have a basic knowledge of budgeting and accounting principles, financial reporting, database use, event management, office management, customer service experience and computer skills, including proficiency in Microsoft Office programs (Excel, Word, Power Point.) Applicant may be required to demonstrate computer skills. Applicant must possess a valid driver's license and pass a pre-employment background screening. Applicant should be a highly organized self-motivator capable of multitasking, demonstrating good written and verbal communication skills and be able to verify leadership experience with preferred techniques.

Weightlifting Limit: All employees must be able to lift at least 35#.

Preferred Skills: Bachelor's degree in business, hospitality, parks and recreation or a combination of equivalent experience in a park management or administrative capacity. Knowledge of hospitality related reservation programs is preferred.

Typical/Essential Duties:

- Under the direct supervision of the Mecosta County Park Commission Operations Director and Operations Manager, is responsible for the day to day operations of a county park including oversight of the office and building and grounds managers, park line staff, volunteers and other specialty groups; employee training; scheduling; payroll and other personnel needs as assigned.
- Finalizes bi-weekly work schedules for all staff and managers ensuring that adequate personnel will be on hand to operate and maintain all park offices, facilities, and retail sales. Ensures time sheets for each staff member are completed accurately and submits forms to the administrative office as scheduled.
- Oversees and prioritizes daily work assignments, providing training when necessary. Inspects work in progress and completed assignments to ensure the quality and quantity of work performed.
- Inspects park grounds and facilities and ensures proper maintenance, safety and cleanliness are being obtained.
- Creates and reviews operational reports (arrivals, departures, reservations) as necessary to establish goals and project list for line staff.
- Assist with planning, scheduling, and overseeing the implementation of special events and weekly activities.
- Creates improvement action plans and communicates park operational or material deficiencies to superiors.
- Performs various personnel management functions such as evaluating employee performance, documenting coaching/counseling of employees, and recommends the discharge of unsatisfactory employees.
- Oversees the monitoring and adherence of established park rules and regulations, policies and procedures by staff and park guests.
- Responds to and solves a variety of complaints such as barking dogs, noisy campers, inoperative facilities, etc. May be called upon to perform in public relations duties, such as answering questions, assisting park users, etc.
- Maintains and keeps up to date inventories of all supplies and equipment.
- Provides customer service to park guests. Greets public, answers incoming telephone calls, administers reservation request and receives park revenues. Registers incoming campers and other park users, issues permits and assigns campsites.
- Ensures cash drawer for each shift is balanced against permits and other sales. Deposits money as required.
- Travels to banks and other locations as directed by their superiors
- Reviews park financial reporting documents and ensures that seasonal park managers are submitting information as required to parks administration for the completion of weekly reconciliations.
- Patrols park grounds to ensure that all vehicles/boats have required permits.

- If needed, fills in and assists for any live level staff position such as office, concessions, building and grounds maintenance and custodial duties.
- Assists with ensuring facility reservation and accounting software is operating efficiently and communicates any concerns with superiors.
- Is available on-call during scheduled manager on duty evening and overnight shifts to respond to staff or camper concerns.
- Coordinates various park opening and closing checklist items with the superiors.
- Maintains confidentiality regarding sensitive information.

The above statements are intended to describe the general nature and level of work being performed by the person assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by the personnel so classified.

I have read the above job description and understand that the duties listed above are general in nature and not all-inclusive. I understand that this is a seasonal salary at-will (can be terminated with or without cause) position that may require more than a forty-hour work week to fulfill my responsibilities and required on-call residence within the park of employment a minimum of 3-4 days each week.

Signature: _____ Date: _____