

SEASONAL PARK OFFICE/RETAIL MANAGER

General Summary: Under the general supervision of the Seasonal Park Manager with oversight provided by the Full-Time Operations Manager and Full-Time Assistant Operations Manager. Responsible for the supervision of the park office rangers, concession workers and programmers. Duties include supervision and participation in all established work functions necessary to operate a park and campground office, concession operation and event programming as listed in the typical and essential duties section below.

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 2-3 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 Park Manager with input by the Operations or Assistant Operations Manager.

Housing: Residence in the park is required a minimum of 2-3 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 Office/Retail 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 Seasonal Park Manager, is responsible for the day to day operations of a county park office, retail sales/concessions operation and event programming. Responsible for park staff categorized as office rangers, concessions workers and programmers including employee training; scheduling; payroll; coaching and other staffing needs as assigned.
- Creates bi-weekly work schedules with input from the Building and Grounds and Park Manager 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 Park Manager as scheduled for review and approval.
- 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.
- Creates and reviews operational reports (arrivals, departures, reservations) as necessary to establish goals and project list for line staff. Provides computer generated reports to Building and Ground Manager or Park Manager as needed.
- Ensures park offices, retail sales facilities, and programing buildings remain clean and organized at all times including storage areas and staff restrooms in such facilities.
- Provides assistance and approvals to the seasonal programmer for scheduling, planning and implementation of special events and weekly activities.
- Oversees the monitoring and adherence of established park rules and regulations, policies and procedures by staff and park guests, particularly during the reservations and check-in process.
- Responds and communicates with appropriate staff to solve 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. Completes weekly inventory sheets for retail/concessions operations. Performs retail inventory as needed to ensure accuracy in the point of sale system.
- Checks in all retail product orders and ensures product inventory is properly entered into the point of sale system and priced for sales.
- Ensures all invoices and receiving documents are submitted to the administration office as received for prompt payment.
- Communicates with the administration office when new retail products need to be created in the retail point of sale system and provides recommendations for new product sales.

- Provides customer service to park guest. 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 employee's shift is balanced against permits and other sales. Deposits money as required. Travels to banks and other locations as directed by their superiors.
- Completes park financial reporting documents and submits information as required to Park Manager for the completion of weekly reconciliations.
- Works with office staff to ensure that all vehicles/boats entering have required permits.
- Works with concessions staff to ensure proper food and equipment safety standards are being met.
- If needed, fills in and assists for any live level staff position such as office, concessions, and programming.
- Assist 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: _____