



Resort Supervisor Job Description

Wage: \$23/hour

Title

Resort Supervisor

Reports To

Management of Tsawaak RV Resort & Campground

Summary

This is a hands-on working position. The Supervisor is expected to work independently, as a team member, and step in during the absence of the Manager.

The Resort Supervisor is responsible for all activities, guests, staff, and development of Tsawaak RV Resort & Campground. They will work closely with the Resort Manager to help develop procedures and plans, manage staff and projects, ensure guest satisfaction is superior and other tasks as deemed necessary and applicable by the Manager. This is a full-time, all-year position with a great opportunity to build leadership skills and experience.

The Resort Supervisor will ensure operations of the resort in all aspects flow and run effortlessly. They will be tasked and responsible for completing jobs such as maintenance, light groundskeeping, customer service, light housekeeping, front desk/ administrative services, and other resort functions and tasks.

Core Competencies

- Strong initiative
- Customer focus
- Communicates effectively
- Energy and stress management
- Teamwork
- Quality orientation
- Problem-solving
- Accountability and dependability
- Equipment operation
- Ethics and integrity
- Manages conflict resolution

- Leverages diversity and inclusiveness
- Remains flexible under pressure
- Fosters continuous improvement
- Inspires change
- Provides motivational support
- Demonstrates awareness of interpersonal cues
- Builds collaborative relationships
- Inspires integrity and honesty
- Focuses on the customer or guest
- Relies on technical expertise
- Acts decisively
- Operate equipment safely, effectively, and appropriately
- Basic mechanical, electrical, and plumbing skills, and experience
- Ability to meet deadlines and proactively find solutions to problems
- Housekeeping experience is an asset
- Groundskeeping experience is an asset

Job Duties

- Efficiently and safely operate machinery and tools while also completing basic maintenance of such items
- Responsibly collecting payments, entering, or editing reservations, greeting customers, and selling/renting products
- Maintaining all buildings and structures on site
- Cleaning all buildings and structures and sites
- Delegating tasks to other team members
- Taking direction and working independently
- Supervise and direct staff in daily routines
- Work closely and report to the management team
- Ensure guests are welcomed into the resort with enthusiasm
- Work a flexible schedule when required including weekends and evenings
- Effectively and decisively handle emergency situations
- Prepare material, supply, and equipment requisitions
- Supervise, co-ordinate and schedule activities of workers
- Train staff in job duties, safety procedures, and company policies
- Work with management to develop and continuously improve a profitable, efficient, and superior resort experience
- Basic housekeeping and groundskeeping
- Basic maintenance work and troubleshooting

Requirements

- High School Diploma, G.E.D., or equivalent
- 2 years of working experience in a related field

- Strong working knowledge of resort/campground operations
- Ability to participate in continuous improvement processes
- Good observation skills
- Strong attention to detail
- Ability to follow safe work procedures
- Enjoy working outside (in all elements and conditions)
- Moderate physical strength and stamina
- Ability to create a good relationship with customers at the workplace or in other locations
- Ability to multi-task and establish priorities
- Exhibit initiative, responsibility, flexibility, and leadership
- Ability to work independently in a busy environment
- Possess a valid driver's license
- Able to create and present solutions to problems
- Excellent time management skills
- High level of sound and independent judgment and reasoning
- Demonstrated ability to exercise necessary cost-control measures
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- First Aid Certificate is considered an asset
- Proficient use of technology

Work Conditions

- Flexible working schedule (subject to change due to staffing, occupancy, and season)
- Physical ability to lift at least 50 LBS
- Travel to site, and off-site locations may be required
- Safety equipment will be required, (i.e., Steel toe boots, safety glasses, etc.)
- Overtime as required
- Hazards associated with the trades
- Work both indoors and outdoors
- Noisy with fumes depending on the equipment
- Long hours
- Prolonged standing, walking, lifting, squatting, and bending
- May perform work in adverse weather conditions

Applications accepted until position filled.

Submit your resume and cover letter to:

Email: jobs@tla-o-qui-aht.org

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