

Job Title: Part time or Full time Campground Assistant Manager

Location: River Forest Campground

Job Overview: We are seeking an organized and detail-oriented Campground Manager to oversee daily operations, manage inventory, handle bookings, and lead a team of general laborers. The ideal candidate will have strong mathematical skills, excellent organizational abilities, and a passion for guest service. This role requires someone who can manage reservations, maximize upselling opportunities, and ensure that the campground is running smoothly and efficiently. Key Responsibilities include, but are not limited to the following.

Key Responsibilities:

1. Inventory Management:

- Utilize Square to track inventory levels, ensuring that all items are adequately stocked.
- Monitor low inventory and report to upper management for reordering.
- Manage and organize the inventory storage areas to ensure easy access and accurate counts.

2. Booking System Management:

- Learn and proficiently use the ResNexus booking system to manage reservations, check-ins, and payments.
- Handle complex booking scenarios, including splitting costs among campers with different activity packages (e.g., rafting vs. camping only).
- Ensure all transactions are accurately processed, considering taxes, processing fees, and group package variations.

3. Guest Relations & Sales:

- Understand and effectively communicate the details and protocols of rafting, tubing, and kayaking trips to guests.
- Maximize upselling opportunities by promoting adventure packages, firewood, and other campground amenities.
- Organize and schedule trips, coordinating with the entire team to ensure smooth operations and guest satisfaction.

4. Team Leadership & Coordination:

- Serve as the primary point of contact for both staff and campers, addressing any questions or needs promptly.
- Direct and manage general laborers to ensure that bathrooms and campground areas are kept clean, tidy, and well-maintained.
- Foster a collaborative environment, ensuring clear communication across all team members.

5. Knowledge of Local Area:

- Learn the hidden gems of the area and become familiar with the ins and outs of the campground.

- Provide guests with recommendations and information about the local area, enhancing their camping experience.

Qualifications:

- Strong proficiency in math and organizational skills.
- Experience with inventory management and familiarity with Square or similar point-of-sale systems.
- Ability to quickly learn and manage the ResNexus booking system or similar reservation platforms.
- Excellent communication and guest service skills.
- Ability to manage a team effectively, ensuring cleanliness and operational efficiency.
- Sales experience and a knack for upselling and maximizing revenue opportunities.
- Knowledge of or willingness to learn about local attractions and campground operations.
- Valid driver's license.

Compensation:

- Competitive hourly wage based on experience plus tips and bonuses.
- Opportunities for bonuses based on performance and sales targets.

How to Apply: Interested candidates should submit their resume and a brief cover letter detailing their experience and why they are a good fit for this role.

Application Deadline: ASAP