

Job Description: Adventure Manager at River Forest Campground

Position: Adventure Manager

Location: River Forest Campground

Hours: Memorial Day through Labor Day: 32 hours per week (Friday 5-8 PM + 1 hour setup during the day, Saturday 8:30 AM - 8:30 PM, with additional fill-in hours as needed)

Pay: \$12 per hour + Bonus Compensation + overtime over 8 hours

Job Overview:

River Forest Campground is seeking an enthusiastic and responsible Adventure Manager to oversee and enhance the adventure experiences we offer to our guests. This role is critical in ensuring that all outdoor activities are safe, well-organized, and enjoyable for everyone involved. The Adventure Manager will maintain, promote, and create adventure opportunities while managing daily operations, including safety, equipment, and guest satisfaction.

Key Responsibilities:

- **Adventure Management:**
 - Learn and proficiently use the ResNexus booking system to upsell trips/ rentals to reservations, and collect payments and ensure waivers are signed.
 - Maintain, display, and promote adventure activities offered by the campground.
 - Create new adventure experiences that align with the interests of our guests.
 - Execute shuttle services, including providing safety speeches and ensuring all safety measures are in place.
 - Assess and address safety needs to ensure a secure environment for all participants.
 - Ensure proper equipment safety, cleanliness, and perform daily inventory counts.
 - Fuel up all equipment before rafting trips.
- **Scheduling & Coordination:**
 - Review daily and upcoming schedules with the Store Manager.
 - Check and coordinate rafting reservations for upcoming weekends, ensuring smooth operations based on first-come, first-served reservations.
 - Anticipate and identify potential complications, communicating them to management promptly.
- **Additional Duties:**
 - Assist with running the convenience store when needed.
 - Help with wood deliveries, bundling, and mowing.
 - Maintain cleanliness of the campgrounds, including campsites, the barn, store, workshop, and other guest areas.

Qualifications:

- Strong organizational and multitasking skills.

- Excellent communication abilities and guest service orientation.
- Ability to foresee potential challenges and address them proactively.
- Basic mechanical skills and ability to manage equipment and safety checks.
- Prior experience in outdoor recreation or adventure management is a plus.

Bonus Compensation:

- **Year-over-Year Bonus:** 5% of net growth from the previous year.
- **Guest Satisfaction Bonus:** \$5 per 5-star review mentioning the employee.

If you are passionate about the outdoors and love creating memorable experiences for guests, we encourage you to apply for this exciting role at River Forest Campground!