

General Manager

We are looking for a fun, upbeat personality with the ability to manage multiple staff members while focusing on customer service. Applicant shall be responsible for the day-to-day operations of the 500-site membership campground to include: authorized repair and maintenance of the Club property, enforcing the rules of the Club, and providing assistance and guidance to the membership and staff. This property has campsites, rental units, snack bar, store, RV repair shop, and more. The Campground Manager is responsible for managing each area of the business.

Duties:

Manage financial assets of the Club

Prepare the annual operating budget and monitor the progress of actual versus projected figures on a monthly basis.

Responsible for monitoring, tracking and responding to budgetary requirements and expenditures daily to ensure the resort operations budget stays within the established parameters. This includes accurate and timely reports, receipts, invoices, payroll and open communications with the Club's accountant. Follow and ensure accurate financial accounting procedures.

Ensure the integrity of the operation by maintaining tight control of cash generated by the resort, including audits of all cash sources on a regular basis and monitoring procedures to assure strict cash control.

Monthly review of P&L to maximize the profitability of the Club and report to the Board of Directors.

Oversee and track capital improvements projects to ensure all projects are completed on time and within the approved budget.

Provide accurate reports and information in a timely manner to the Board of Directors

Manage the day to day operations

Personnel:

Oversees the recruiting, training, scheduling, and supervision of all personnel including disciplinary actions and terminations when appropriate and per policy.

Maintain the highest level of safety training and awareness for all personnel.

Responsible for weekly/monthly meetings with management staff and annual salary and performance reviews.

Develop an ongoing training program that will ensure the staff is engaged as Team Members.

Manage each Department as a profitable entity:

- RV and Service Facilities

- RV rental units & Clubhouse rentals

- Campground Store & Snack Bar

- Coordinate food and beverage and retail operations to maximize quality and profitability

Marketing:

Ensure an appropriate and comprehensive marketing strategy is in place.

Maintain and encourage a helpful and positive relationship with the sales and marketing team.

Attract new customers and guests through active marketing, excellent customer service and adding value to the vacation experience of our guests and seasonal clientele

Manage and/or oversee all electronic media including email, website, Facebook, Cutty's Camper App

Activities:

Manage activities and/or assist in coordinating, planning and participating in activities as required.

Coordinate all monies collected and follow all accounting security procedures.

Security:

Manage security department including hiring training and scheduling.

Walk the property to ensure public spaces, grounds, work and kitchen areas meet sanitation and cleanliness/maintenance standards.

Enforce resort rules and standards.

Quickly and effectively address issues which would adversely affect the operation of the resort or guest satisfaction

Requirements:

High quality customer service is a must

Strong, proven management experience is a must

Ability to problem solve

Superior communication skills - both oral and written

Computer literacy including Microsoft Suite a must

Ability to learn and adapt to business software and needs

Team leader with positive and friendly personality

Strong organizational skills as well as attention to detail

Excellent time-management skills

Must be able to work independently

Working knowledge of basic accounting principles; ability to budget income and expenses and to manage the property within prescribed financial guidelines.

Flexibility to respond to resort needs during non-business hours and own the responsibilities of the position

Can and WILL require some weekend dedication during camping season

Experience:

Minimum of 5 years applicable experience including proven management experience

Campground/Resort/Motel management or property management/hospitality experience preferred

Compensation:

Cutty's Des Moines Camping Club offers full-time salary position with a benefits package including competitive salary, medical and prescription coverage, dental and paid time off. Cutty's Des Moines Camping Club is an Equal Opportunity Employer. Salary depends on experience. Please submit your resume and cover letter outlining qualifications and demonstrating how your experience and skills match the job requirements.