

Position Title:	Camp Manager
Location:	Based at Lake Hawea Holiday Park, other locations as necessary
Hours:	40 + hours week Summer 30 + hours week Winter
Date of Construction:	06/09/2016

Key Relationships

Reports To:	Owners
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Purpose of Job

The Manager is to focus on the day to day organisation and administration tasks of the Lake Hawea Holiday Park that keep the Holiday Park running efficiently. The busy summer period requires a Manager who is dedicated to the job, organised, prepared, practical and is flexible to work extended hours to ensure that the guests are looked, the staff are motivated and efficient and the park is clean and tidy. During the quieter periods the Manager will be required to work alongside the owners on the business. You will need to be excited and motivated to try new things and adapt to change along the way.

The Key responsibilities of this role are:

- To ensure the vision and mission of the business are pursued and the business goals are achieved.
- To ensure the effective operation of the business
- To ensure the guests needs are being met and that they have not just a good experience but an extraordinary experience.
- To ensure that the holiday park is clean and tidy
- To ensure procedures are being followed, standards are checked and are upheld
- To ensure that good faith is upheld with in the Team
- To plan for each season, week, day and be able to keep to task and complete tasks
- To have a complete understanding of all facets in running the Lake Hawea Holiday Park or demonstrating willingness to engage and learn.
- To grow the occupancy levels in the park and bring in new business
- To adopt, nurture and grow the Lake Hawea Holiday parks culture and beliefs within the staff.
- To ensure the park is a safe place for guests to stay

Competencies

- Demonstrate exceptional customer service
- Have excellent written and verbal communication skills
- Demonstrate excellent time management and organisational skills
- Be able to prioritise and ensure tasks are completed with timeframes allocated
- Demonstrate high levels of computer literacy in Microsoft office, computer reservation systems and on-line booking channels
- Must physically be able to complete work
- Must demonstrate honesty, reliability and flexibility at all times
- Must have a truly flexible attitude (this position description is likely to not even cover half of what the role may end up doing!)
- Good fun loving spirit that will add to the park environment!
- Honest, Trustworthy and able to work in a team and independently
- Excellent attention to detail
- Ability to stay calm under pressure
- Methodical and thorough approach to work
- Exceptional Organisational skills
- Good at juggling tasks and prioritising
- A great team player
- A desire to show initiative
- Can identify problems and find solutions
- Must be practical

Education/Experience Preferable

- Management Experience
- Business Management Certification or Degree
- Tourism/Hospitality Experience
- Experience with Computer reservation systems and channel management or similar
- Exceptional Customer Service
- Administration Experience
- Excellent Office management skills
- Computer literate in Microsoft Office products (Word, Excel, PowerPoint, OneNote)
- Marketing and Promotional experience

Responsibilities:

Manage Staff/Team

Manage day-day organisation and administrative tasks

Manage Guest Relations

Manage Marketing

Job Roles and Tasks Involved

Management

- Daily plan, monthly plan, quarterly plan, annual plan
- Ensure business objectives and goals being met
- Manage staff, train staff
- Liaise and meet regularly with owners and staff
- Following key legislation and ensure compliance standards such as park rules, government regulations, camping ground regulations and park lease are adhered to.
- Follow current systems, develop and improve throughout time
- Follow Lake Hawea Holiday Park/Qualmark standards and do annual certification
- Instil HAPNZ standards of behaviour
- Manage the parks inventory and assets
- Manage complaints
- Manage guests, customer service
- Random spot checks to ensure procedures are being followed
- Ordering of goods and services

Human Resources

- Employ casual staff for the summer
- Induction training of new staff
- Staff training, evaluations and performance appraisals and keep records
- Be familiar with key legislation requirements and ensure all adhered to and employment records and documents are current, up-to date and complete
- Review staff job descriptions regularly and update accordingly
- Time sheet approval

Staff Management

- Weekly staff meetings together or individually
- Staff newsletter
- Staff rosters
- Planning of weekly tasks with staff and follow up to ensure they have been completed
- Random checks on performance, OH&S and task sheets
- Enhance communication with and within staff
- Ensure task sheets are up to date
- Engage the staff to be the best in their field
- Facilitate quarterly planning sessions with the staff and distribute information accordingly so staff are aware of what is happening and expectations

Budgeting & Financial Performance

- Prepare financial performance report quarterly
- Monthly budget report & plan
- Set Yearly Budget with the owner
- Monthly accounts approval
- Regular price comparisons to ensure getting best price and product for the park

Marketing & Sales

- Develop and implement annual marketing Plan and Strategy for the Park with Sarah
- Develop strategies for increasing occupancy and park profit
- Budget and plan 30/60/90/1 year plan
- Manage all client relations
- Introduce new opportunities, ideas etc
- Monitor staff add-on sales and train staff
- Maintain and build relationships with tour operators
- Organise for staff to attend families
- Build relationship with RTO's, attend Lake Wanaka Quarterly Meetings
- Administration and leadership of Destination Hawea
- Public Relations

Administration

- Work with Office Administration to ensure tasks completed
- Manage group enquiries, bookings, events and quotes
- Prepare banking with the owner
- Approve orders
- Ensure all standards are adhered to
- Review outstanding debtors etc

Cleaning

- Cleaning of amenities, accommodation etc
- Assist cleaning staff when required
- Check all cleaning protocol and procedures are followed on a regular basis
- Random spot checks of the accommodation and facilities
- Ensure daily/Monthly/checklists are done

Grounds and Maintenance

- Put together 30/60/90/1 year plan and budget with General Hand
- Prioritise work with staff to ensure weekly plan and tasks completed and up to date
- operate with-in budget
- Machinery and maintenance checks with staff
- Keep track of inventory and stock
- Ensure that the rubbish emptied regularly
- Co-ordinate the Rubbish and Recycling in the park with the aim to try and minimise waste

Guest Relations/Customer service

- Ensure all guests have a positive stay experience
- Ensure that all staff participate in customer service role

Occupational Health & Safety

- Adhere to the current OH&S regulations at all times
- Ensure that the OH&S practices are followed and adhered to, informing staff and the owners of any pertinent changes, issues and recorded accordingly
- Ensure servicing occurs for machinery & plant etc

- Ensure the hazard register is updated regularly and communicated with staff.
- Ensure Safety checks are adhered to and staff are involved in the process
- Regular training of fire safety regulations, health & safety, emergency procedures and other regulations that apply to the park
- Ensure that electrical testing is done annually
- Review Emergency evacuation plan annually and update all sites with the correct information
- Ensure first aid stores are up to date and staff know where supplies are kept

Security

- Ensure that security plan is in place in the park at all times
- Training of all staff on all security issues
- Maintain Security around the park and ensure buildings are locked and unauthorised entry doesn't occur
- Van checks that vans have paid for stay in the park prior to departure
- Update HAPNZ or police of any security issues
- Ensure problem campers are dealt with accordingly and in a timely manner
- Organise security staff for the Summer

Reception

- Front office Reception
- Must be able to follow the operation procedures for serving guests and making bookings
- Maintain a high standard of personal presentation
- Processing telephone & email enquiries
- Handle guest reservations and enquiries
- Attend guest arrivals and departures
- Advise and sell local attractions
- Be proficient at using the computer reservation system (training provided)
- Calculate and collect Guests accounts accurately
- Assist with events and functions and marketing
- Laundry and Housekeeping duties

Conditions of Employment:

You will be paid for hours worked. Accurate **timesheets** must be kept accordingly. Regular breaks must be taken in accordance with your employment agreement. Any overtime is to be approved by the owners prior to it been taken. Overtime is to be accrued during the busy summer periods and used during the quieter periods (winter months) – Flexi time.

Physical and Social Environment:

The role is predominantly based indoors in an office environment. However, there will be times when you will be working outside on grounds, cleaning, working with groups, events, guest relations and staff training. You will be required to travel to attend meetings and seminars and these might be outside of the normal work hours.

I acknowledge that I have read and understood the requirements of this job description and accept that this may not be a complete list of duties and may be subject to change at any stage.

Signed by Employee

Date: