

## **Xaa-wan'-k'wvt Village and Resort**

### **Position Description**

**Position Title:** Manager

**FLSA:** Exempt

**Status:** Full-time

**Pay Grade:** DOE

**Supervisor:** XVR Board of Directors/ Executive Director

**Subordinates:** XVR Staff

**Effective Date:** 6/7/18

#### **Position Summary:**

The incumbent is a highly motivated person in a culturally and environmentally sensitive transition setting to lead our team as the Manager. The Manager will manage the Xaa-wan'-k'wvt Village & Resort to ensure an efficient and professional transition to a beautiful customer driven resort operation by performing the following duties:

#### **Essential Duties & Responsibilities:**

- Direct and control the work and resources of staff and develop and train key personnel to ensure mission and objectives.
- Supervising duties including cash management, customer service, overview of maintenance and operation standards and contracts, hiring, training, performance review, discipline and dismissal.
- Review or create daily personnel work schedules.
- Control petty cash and change fund reports.
- Review cash deposit drops as needed on a daily basis.
- Maintain provided annual budget that includes, but is not limited to, advertising, maintenance, payroll, and utilities.
- Monitor and control daily cash to ensure that the parks meet all established financial targets.
- Monitor the performance of all personnel to ensure that they operate to a high standard and identify any area of potential improvement.
- Oversee the ordering and controls on all resale merchandise and vending operations.
- Maintain records on all capital equipment and resale merchandise.
- Review, approve, staff payroll and attendance information.
- Serve as a liaison between staff and the XVR Board of Directors.
- Be able to recognize and react to conditions, both internal and external, which present a positive or negative image of the parks.
- Implement a customer service strategy, which provides total customer satisfaction and meets the park and tribe's mission and objectives. This includes serving as

Approved: XVR Board 060718

the management response to customer complaints and the reporting of all issues to the XVR Board of Directors

- Monitor the annual business plan to ensure the long-term success and viability of the parks and the attainment of the parks objectives.
- Maintain up-to-date knowledge of employment law as it pertains to employee relations.
- Serve as the principal safety officer of the parks by training all employees for safety requirements, recording and communicating all incidents, either internal or from guests, and file any reports necessary with law enforcement agencies.
- Maintain up-to-date knowledge with developments in the fields of job evaluation, equal value and related employment law to ensure that the resort is in compliance.
- Oversee the implementation of a planned maintenance program to ensure that assets and services are maintained to required standards and can operate without interruption.
- Direct and oversee the implementation of necessary systems and procedures to ensure the safety and security of the buildings and services.
- Maintain the integrity of the park, ensuring that all guests have a positive experience during their stay.
- Fill in as needed for any duties in the parks as needed, including but not limited to the following: accounting, front desk, light maintenance, preparing RV sites for turnaround, security, and housekeeping services.
- Any other responsibilities may be added or modified as deemed necessary.

#### **Supervisory Responsibilities:**

Directly supervises staff of park. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include continued training of employees, planning, assigning, directing work, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems. This position will report directly to the XVR Board of Directors and will be responsible for discretion in immediate reporting in crisis or urgent matters, as well as standard daily and weekly reporting.

#### **Minimum Qualifications:**

- Knowledge of hospitality, hotel, or RV resort management is required
- A bachelor's degree is preferred.
- Minimum of 3-5 years management experience.
- Must have valid driver's license.
- Must submit to and pass a pre-employment drug and alcohol screen
- Ability to communicate clearly and effectively through both verbal and written venues.
- Specific training and/or experience in guest services.
- Current certifications in First Aid/CPR and AED or willingness to obtain upon hire.

Approved: XVR Board 060718

- Personable, enjoy working with people.
- Possess excellent organization and project management skills, leadership skills as well as the ability to manage and complete multiple tasks simultaneously.
- Possess exceptional guest relations skills.
- Computer savvy.
- Able to work flexible schedules when needed, may include weekend and holiday hours
- High level of confidentiality required.

### **Language Skills:**

Need to be able to read, analyze and interpret policy and government regulations.

### **Mathematical Skills:**

Ability to work with mathematical concepts such as probability and statistical inference ability to apply concepts such as fractions, percentages, ratios, and proportions.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **Certificates, Licenses, Registrations:**

Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for XVR vehicle insurance.

### **Physical Demands:**

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/move 20 pounds.

### **Vision Requirements:**

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

### **Work Environment**

While performing the duties of this job, the employee could be exposed to risk of electrical shock. The noise level in the work environment is usually moderate. The worker is frequently subject to extreme heat or cold for period of more than one hour. Some work may be performed outdoors under any weather conditions such as rain, wind/or storms.

**Additional Employment Conditions:**

All Xaa-wan'-k'wvt Village and Resort Inc. employees must submit to a background check and abide by all Tribal, federal, and state laws. All employees must comply with Xaa-wan'-k'wvt Village and Resort Inc. drug free workplace policy and will be subject to pre-employment, for-cause, and post-accident drug and alcohol testing.

In compliance with XVR policies, all employees must be in good standing with XVR and its affiliates. Past employment will also be taken into consideration. XVR is an at will employer. All XVR employees are at will employees.

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_