



# RUMBLING BALD

RESORT ON LAKE LURE

## JOB DESCRIPTION:

**JOB TITLE:** Wellness/Recreation Manager  
**DEPARTMENT:** Recreation  
**REPORTS TO:** CEO  
**CLASS:** Exempt  
**PAY RANGE:** 28,000 - 36,000 annually

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**BASIC PURPOSE:** Supervises and maintains the established standards of performance, service, hospitality, cleanliness and safety in resort's recreation/fitness areas at all times in order to maximize guest satisfaction and generate resort revenue.

### **FUNCTIONS:**

- Under advisement from the CEO conducts: staff hiring, training, performance reviews, disciplinary actions, and terminations (coordinated with Human Resources).
- Produces weekly Department schedule for: Recreation Attendants, Kid's Camp Staff, Fitness Instructors, Interns, and other Seasonal Staff.
- Develops and implements programming for: Kids Camp, Adventure Outings, Adult Fitness, and Special Resort Events.
- Monitors and supervises the maintenance/sanitation of all areas associated with the Resort's recreation facilities to continually improve operations and ensure quality services to guests.
- Enforces and assists in the development of the Resort and Recreation Dept. Standard Operating Procedures (in conjunction with Department & Human Resources Manager).
- Continually solicits feedback from Resorts recreation guests and develops/implements plans for improving services/programs.
- Performs cost control activities to assure effective and efficient use of supplies.
- Requisitions, monitors, and oversees record keeping on all retail merchandise and recreational supplies for the recreation amenities at the Spa & Fitness Center.
- Implements and completes special projects as assigned.
- Supervises the recreation department operations.
- Develops maintenance plans for new facilities and recommends equipment purchases.
- Under advisement from the Department Director monitors Departmental Budget and assures accurate record keeping for purchase orders and point of sale transactions.
- Facilitates off-site excursions and guides Kid's Adventure Camp when needed.
- Assists the Pool/Marina/Spa Supervisors and coordinates programs and appointments when needed.
- Communication with other Resort departments.
- Communication and interaction with POA members and guests.

### **SKILLS & ABILITIES:**



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- Demonstrates teamwork and strong customer service focus and skills.
- Excellent verbal and written communication skills.
- Self motivated, self-starter.
- Ability to use creativity and flexibility while performing and assigning tasks and dealing with department staff.
- Strong planning, budgeting, scheduling and problem-solving/decision making skills.
- Ability to attend continuing training and certification programs in order to facilitate specific recreation programs offered by the department.
- Broad knowledge of personnel supervision and human resource management.
- Ability to follow written and oral instructions.
- Should be trained and certified in life saving and first aide.

## **EXPERIENCE:**

- 2 to 4 years in Supervisory or Management related position.
- Experience working in a resort setting, preferably with a Recreation Dept.
- Retail operations using a POS system and cash handling.
- Computer knowledge/understanding of windows, excel, power-point, word, and internet.

## **EDUCATION:**

- 4 year degree in Parks & Recreation Management or a related field from an accredited college or university preferred. Experience may be substituted.
- CPR/AED Lifesaving Certificate and Basic First Aid Certificate preferred.

## **PHYSICAL REQUIREMENTS:**

- Requires moderate physical activity, handling of average-weight objects, up to 50 pounds, and standing and/or walking for more than four (4) hours per day.
- Must be able to use and work from a ladder in performance of daily tasks.
- Work involves moderate exposure to extreme temperatures, chemical fumes, smoke, odors, and/or loud noises.
- Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions.
- Will be required to work most Saturdays during season.