

TEDA, INC.
Position Description

Position Title: RV Park Supervisor

Agency: The RV Park at Black Oak Casino Resort

Supervisor: Tribal Convenience Center/RV Park Manager

Salary Classification: Exempt

Benefits: 401k, PTO Medical, Dental, Vision

Position Summary:

The RV Park Supervisor is responsible for overseeing the day-to-day operations of the RV Park under the direction of the RV Park Manager. Responsible for supervision, scheduling, and covering shifts of RV Park staff. The Supervisor will provide and oversee superior customer service to guests while maintaining cleanliness and safety for the park at all times. Be knowledgeable of the entire resort and surrounding area to provide accurate information to the park guests. Responsible for ensuring that all guests have an enjoyable experience while adhering to the park rules. Serve as the initial point of contact to RV Park Attendants if an incident occurs.

Duties and Responsibilities:

1. Responsible for supervision, scheduling, and covering shifts of RV Park staff.
2. Oversee check-in/check-out and collect payments in compliance with cash handling, credit card processing and accounting policies and procedures.
3. Ensure that the arrivals checklist is updated daily and that inconsistencies are investigated immediately.
4. Pre-register, block reservations, handle group bookings and, as appropriate, takes same day and future reservations.
5. Complete follow through of no-show, late cancellation charges and cancel site reservations.
6. Welcome all guests in a friendly manner and assist with any questions or concerns during their stay at the RV Park. Help to ensure that all guests have an enjoyable experience while adhering to the park rules.
7. Stay current on shows, promotions and future events within the resort and local area.
8. Stock, order and receive supplies for RV Park facilities.
9. Provide and maintain a positive and safe work environment.
10. Provide and collect daily paperwork and reports as required.
11. Perform regular inspections of property; repair and report maintenance of property and equipment as necessary. Request assistance from proper personnel as needed.
12. Attend safety and operational meetings as scheduled, and conduct staff meetings as needed.
13. Ensure staff is on time and at work when scheduled (including breaks), and in proper uniform.
14. Perform other duties/tasks as required.

Qualifications:

1. Possess high school diploma, GED or equivalent.
2. Be able to work holidays, evenings and weekends.

3. Have ability to professionally write reports and correspondence.
4. Have strong customer service skills, organizational skills, problem solving skills and attention to detail.
5. Maintain the highest level of confidentiality.
6. Be able to coordinate and manage efficiently and effectively while working in a fast-paced, stress-filled environment.
7. Have ability to use oral and written language effectively and communicate proficiently in English.
8. Be able to demonstrate knowledge of and train staff in computer applications, preferably Microsoft Office applications, reservations program and other standard back office software.
9. Be able to operate general office equipment: computer, copier, fax machine etc., as well as use of a hand-held radio.

Physical Requirements:

This position requires walking, standing, and sitting for prolonged periods of time; climbing stairs, ladders, scaffolding, ramps, etc.; stooping, kneeling, crouching, balancing, crawling, and reaching; pushing, pulling and lifting up to 50 pounds (with assistance if needed); raising objects overhead; manual dexterity for operation of computer, phones and hand tools; hearing, talking and good verbal and written communication skills; repetitive motions of the wrists, hands, and fingers; subject to outside environmental conditions of heat and cold; walking on uneven ground; operation of light-weight equipment.

Indian Preference:

Preference in filling vacancies shall be given first to qualified Voting Tribal Members and then to Native Americans as provided for in the Indian Self-Determination and Education Assistance Act P.L. 93-638. Documentation for claiming preference must be provided with the application for consideration. Other than the above, TEDA, Inc. and the Tuolumne Me-Wuk Tribe are equal opportunity employers.

Pre-employment Requirements:

Employment is contingent upon pre-employment background and drug test results.