

Position Title:	Campground Manager
Immediate Supervisor:	Chief Administrative Officer

JOB DUTIES AND RESPONSIBILITIES

Campground Bookings

- Address, coordinate and answer inquiries by telephone from potential campers on requests for information about the Cottonwood Campground after April 30th when reservations open. Address messages in a timely manner.
- Accommodate campers by booking sites while maintaining accurate records of ongoing bookings. Explain cancellation policy at time of booking.
- Provide information on methods of payment.
- Provide a written report to the Chief Administrative Officer regarding May Long Weekend, and at the end of the camping season. These reports should include activities of current year, concerns and recommendations or requests for Council to consider and approve.

Customer Service

- Process campground booking requests/questions received from potential campers in a friendly and helpful manner.
- Outline/review campground rules and pass hand out rule brochures.
- Efficiently and effectively interact with campers on any campground related issues/concerns/discrepancies and use judgement based on rules/regulations set by council to remedy the situation.
- If a severe weather event or warning has been issued for the area and a camper is requesting shelter follow procedures outlined in the Municipality's Emergency Plan.

Caretaking

- Monitor firewood supply and inform Operations Manager when supply needs to be restocked.
- Pick up garbage at sites, in fire pits and around campground. All full bags are to be placed in enclosed garbage sheds. New bags are to be replaced in the garbage cans. Promote recycling when possible.
- Playground structures, picnic shelter, equipment and play forts are to be kept clean and free of debris. Regular weekly inspection of playground structures, picnic shelter, equipment and play forts to ensure a safe and clean play area for visitors. Report deficiencies and graffiti to the Operations Manager. If unsafe post signs immediately to close and use tape to mark off until problem is resolved.
- Perform light repairs of facilities such as changing light bulbs, repairing tables and minor water leaks if possible. Report large repairs to Operations Manager.

- Other general tasks as required to maintain the campground.

MUNICIPALITY OF NORFOLK TREHERNE

Contract: Cottonwood Campground Manager	Reports To: Chief Administrative Officer
Contract Period: May 1st to September 30	Effective Date of Current Revision:
Subject: Terms and Conditions of the Contract for the Cottonwood Campground Manager	Pages: 1

CONDITIONS OF CONTRACT:

1. The Manager must be a "working manager" and shall perform and carry out the list of Job Duties and Responsibilities provided.
2. The Manager must be able to handle difficult guests and resolve arising customer issues in a professional and timely manner.
3. A free campsite including full hook-up will be provided for the use of the Campground Manager during the season..
4. Contract payment shall be issued via Electronic Funds Transfer at the end of each month.
5. Manager will report vandalism and/or theft to Municipal Office and to the RCMP within 48 hours.
6. **Either party may terminate the contract by providing written notice of 60 (sixty) days to the other party. Notice to the Municipality must be given to the Chief Administrative Officer.**

_____ Date

_____ Campground Manager

_____ Chief Administrative Officer