

Crew Member Job Description

Crew members at Moosilauke Ravine Lodge handle a wide range of duties. All crew members, including managers, participate in the regular Lodge crew job rotation, which includes serving, running the desk, cooking, dishwashing, and projecting.

CREW LIFE

- participating in weekly meetings with the crew to receive feedback and announcements, connect with coworkers, and work on improving the Lodge experience for guests
- working long days (could be 14-hour days) multiple times a week
- living in a shared dorm-style bunkhouse area with shared bathroom and facilities
- contributing to a happy, healthy, and connected living/working environment at the Lodge

FINANCES

- handling financial transactions with guests, including closing large bills for exclusive groups and selling over-the-counter merchandise
- balancing the books after a day's worth of transactions and preparing financial reports to be submitted to the Outdoor Programs Office

MAINTENANCE

- completing various indoor and outdoor grounds-related projects throughout the season to maintain the buildings and grounds
- repairing and updating equipment and appliances as problems occur
- participating in daily "morning chores" for basic upkeep of the Lodge as well as two large weekly sessions to clean the kitchen and the main Lodge and grounds

MEAL SERVICE

- safely and efficiently planning, preparing, and executing a filling and delicious bread, soup, entree, side, and dessert for anywhere from 1 to 120 people independently and within a specific time frame
- preparing salad before dinner and bagged lunches after dinner service
- serving and handling food during dinner or breakfast service
- accommodating guests with food allergies, preferences, intolerances, etc.

SAFETY

- responding to medical or search and rescue emergencies at the Lodge
- completing trainings as needed, including bloodborne pathogens, fire extinguisher use, first aid, and safe food handling*

- conducting tests and check-ups on various mechanical systems including the AED, septic, water, and fire alarm systems to ensure continuous working order

*All crew members are required to become Wilderness First Aid certified and ServSafe certified at the Food Handler level *prior* to working at the Lodge. All crew members licensed to drive are required to become OPO driver certified at least at the van level *prior* to working at the Lodge. If you are hired and choose to accept this position, we will help you schedule those trainings and the cost is covered by the Outdoor Programs Office.

GUESTS

- brainstorming and coordinating programming events such as concerts, movie nights, karaoke nights, nature walks, special dinners, educational programs etc. to draw more guests to the Lodge
- representing Dartmouth College, the Outdoor Programs Office, and the Lodge in all interactions with people who come through the Lodge for any reason
- serving and assisting all guests, thru-hikers, and visitors to the Lodge in a polite and friendly way

SKILLS AND QUALIFICATIONS

- At least one year of college
- Strong interpersonal skills for positive interactions with guests and staff
- Ability to work independently as well as to function effectively on a team
- Willingness to learn new skills and follow direction and procedures
- Ability to share responsibilities for maintenance, repairs, cleaning, and cooking
- Generosity and willingness to step up
- Good humor and positive attitude in handling stress, under difficult circumstances, when dealing with challenges, and in exchanges (including those involving constructive criticism) with other crew members, the MGMT, and guests