

Assistant Manager Job Description

In addition to participation in the regular Lodge Crew job rotation, which includes serving meals, running the desk, cooking, dishwashing, supporting the experience of guests, and delivering Lodge programming, the Assistant Manager at Moosilauke Ravine Lodge helps and supports the Manager. These management-level responsibilities cover a wide range of duties, and are assigned and shared with the Manager as needed in any given season, which means that the Assistant Manager may be responsible for any/all of the below tasks as well as others not listed:

STAFF

- informing and following up with crew about all pre-employment paperwork
- checking in on the welfare of other MRL staff on a regular basis and prioritizing the health and happiness of the crew
- running weekly staff meetings to distribute important announcements, information, and updates to the crew
- arranging appropriate staff trainings with outside parties and ensuring that staff complete them
- anticipating staffing needs and arranging for volunteers as needed
- creating weekly and daily work schedule and assignments
- working with staff and the Outdoor Programs Office to follow payroll process
- promoting positive relations with trail and bunkhouse crews
- developing and implementing Lodge crew training plan
- supervising and giving feedback and suggestions on staff performance
- holding mid-season performance reviews to give formalized feedback and encouragement to crew members on an individual basis

FINANCES

- submitting tax reports, invoices, bills, and/or other financial documentation to the Outdoor Programs Office once a week
- recording and distributing crew tips
- making financial decisions about supplies and repairs based on a more developed understanding of the MRL fiscal budget
- managing Lodge budget to manage expenses and enhance revenues consistent with Lodge mission
- promoting reservations and use of the Lodge by Dartmouth constituents and the general public

MAINTENANCE

- coordinating with contractors, working groups, and delivery services to complete maintenance work and receive supplies at the Lodge

- delegating and assigning extra projects to crew members as needed in order to maintain the physical grounds and buildings at the Lodge

SUPPLIES

- ordering produce, dry goods, and dairy products each week (sourcing locally whenever possible) and coordinating or completing the pickup of those products
- locating and purchasing parts and supplies for any necessary repairs or work that needs to be done at the Lodge

SAFETY

- completing periodical safety checks and tests on various mechanical systems including propane, fire alarms, backup generator, and more
- cooperating with NH Fish and Game to complete search and rescue missions for lost or missing hikers on Mt. Moosilauke and in the immediate area
- offering assistance in the case of any medical emergencies that take place on Lodge property or the surrounding trails

*The Assistant Manager is required to become Wilderness First Aid certified, ServSafe certified at the Manager level, and 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

- coordinating and advertising programming events such as concerts, movie nights, karaoke nights, nature walks, special dinners, educational programs, etc. to draw more guests to the Lodge
- communicating with large groups that book the Lodge exclusively to ensure clear expectations and logistics
- ensuring that the Lodge is a safe, healthy and positive living and working environment for its staff, visitors, and guests
- serving as primary point of contact for all guest concerns, complaints and needs

OTHER

- coordinating Lodge opening and closing
- meeting weekly with OPO supervisor and other staff
- communicating with OPO supervisor and other staff and taking direction about financial matters, policies, facilities issues, business priorities, and other management issues
- implementing Lodge, OPO, and College policies affecting the Lodge
- ensuring that Lodge complies with local, state and other regulations concerning employment, food safety, etc.

- preparing reports and meeting with the Moosilauke Advisory Committee

SKILLS AND QUALIFICATIONS

- Prior experience working at the Lodge or a comparable facility preferred
- Ability to work independently as well as part of a team
- Ability to provide direction and leadership to the crew, and guidance and instruction to crew members in a mature, assertive, and fair manner
- Ability to make decisions, improvise, and consider what's best for the whole team while caring for the needs of individuals
- Aptitude for cooking for large groups and buildings and grounds maintenance
- Organization, thoroughness, and attention to detail in the context of the overall mission of the Lodge
- Excellent interpersonal skills and approachability
- Initiative to take direction about Lodge priorities and practices
- Flexibility, creativity, and adaptability
- Calmness under pressure and in the face of unforeseen circumstances
- Positivity, dedication, and ability to motivate others
- Openness to listen to the crew members', Manager's, and guests' ideas and feedback, and ability to move forward from those conversations in a productive manner
- Willingness to work extremely hard