

Job Title: General Manager or Management Team

Location: Pioneer Lakes

Position Type: Full-Time, Year-Round Leadership Position

Position Overview:

Pioneer Lakes is seeking an experienced **General Manager or Management Team** to oversee the daily operations of the property and ensure an exceptional experience for guests and staff.

This position may be filled by **one highly qualified General Manager or a two-person management team** (often couples) who enjoy working together in a hospitality and outdoor recreation environment.

The General Manager or Management Team will oversee all departments of the campground/resort, including guest services, maintenance, recreation, retail/food operations, housekeeping, and seasonal staff. The ideal candidate(s) will be organized, motivated leaders who are passionate about hospitality, teamwork, and creating memorable guest experiences.

Key Responsibilities

Operations Management

- Oversee the day-to-day operations of the campground/resort.
- Ensure all departments operate efficiently and maintain high guest satisfaction.
- Maintain property standards for cleanliness, safety, and appearance.
- Coordinate with maintenance to ensure facilities, campsites, cabins, and amenities remain in excellent condition.

Staff Leadership

- Recruit, hire, train, and supervise department managers and seasonal staff.
- Create work schedules and ensure appropriate staffing levels during peak and off-peak seasons.
- Foster a positive team culture and provide ongoing coaching and performance feedback.
- Ensure staff deliver friendly and professional customer service.

Guest Experience

- Ensure guests receive outstanding service from reservation through checkout.
- Address guest concerns or complaints promptly and professionally.
- Implement programs and improvements that enhance the overall guest experience.

Financial Management

- Manage property budgets, revenue goals, and operating expenses.

- Monitor financial performance and identify opportunities to increase revenue and efficiency.
- Work with accounting to ensure accurate reporting and financial controls.

Sales & Marketing Support

- Assist with marketing initiatives, promotions, and partnerships to increase occupancy.
- Monitor reservation trends and help develop strategies to maximize bookings.
- Support social media and promotional campaigns when needed.

Safety & Compliance

- Ensure all safety policies and procedures are followed.
 - Maintain compliance with local, state, and company regulations.
 - Oversee risk management and emergency procedures.
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Qualifications

- Previous management experience in hospitality, campground/resort operations, or a related field.
 - Strong leadership and team management skills.
 - Excellent communication and customer service abilities.
 - Ability to manage multiple departments and priorities.
 - Financial management and budgeting experience preferred.
 - Comfortable working in a fast-paced, guest-focused environment.
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Preferred Skills

- Experience with campground or hospitality reservation systems. Event planning or recreation programming experience.
 - Knowledge of POS systems and retail operations.
 - Ability to analyze reports and make operational improvements.
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Work Environment

- Combination of office and outdoor work.
- Must be willing to work evenings, weekends, and holidays during peak season.
- Occasional physical activity such as walking the property and assisting teams when needed.

