General Manager

Jellystone Park™ Pittsfield | Pittsfield, Illinois

Position Type: Full-Time, Salaried, Year-Round
Housing: Available
Reports To: Vice President of Operations

Position Overview

Jellystone Park™ Pittsfield is looking for a hands-on, organized, and guest-focused General Manager to oversee the day-to-day operations of the park.

This is a busy family campground with campsites, cabins, activities, retail, food service, and a water obstacle course. The ideal candidate will be comfortable managing multiple priorities, leading a seasonal team, helping guests, and making sure the property is clean, safe, organized, and ready for business.

This position is best suited for someone who enjoys being involved in the daily operation rather than managing from behind a desk.

Customer service and guest relations are a top priority, and the General Manager should be approachable, professional, and willing to step in wherever needed.

Main Responsibilities

- Oversee the daily operation of the campground.
- Maintain a visible presence throughout the property.
- Make sure cabins, campsites, buildings, recreation areas, and common spaces are clean and maintained.
- Work with department leads and employees to keep daily operations running smoothly.
- Hire, train, schedule, and supervise seasonal and year-round staff.
- Help manage employee schedules and payroll within company guidelines.
- Follow the approved operating budget and monitor expenses.
- Look for simple ways to increase revenue and reduce unnecessary spending.
- Handle guest concerns and help resolve issues quickly and professionally.
- Maintain strong customer service standards throughout the park.
- Help oversee recreation, activities, retail, food service, and the Wibit water course.
- Work with maintenance staff to identify repairs and property needs.

- Assist with inventory, ordering, and basic cost control.
- Help prepare the park for busy weekends, holidays, events, opening, and closing.
- Keep company leadership informed of important guest, employee, maintenance, or operational concerns.
- Follow company policies, safety procedures, and required operational standards.

Guest Service & Staff Leadership

Guest Service

Providing a great guest experience is one of the most important parts of this position.

The General Manager should:

- Be friendly, professional, and approachable.
- Help guests with questions and concerns.
- Handle complaints calmly and fairly.
- Make sure employees are providing good customer service.
- Pay attention to guest feedback and reviews.
- Look for ways to make the overall campground experience better.

Staff Management

The General Manager will help build and lead the campground team.

Responsibilities include:

- Hiring and training employees.
- Creating and managing staff schedules.
- Monitoring payroll and labor needs.
- Providing clear expectations to employees.
- Helping employees improve when needed.
- Making sure departments are properly staffed during busy periods.
- Encouraging teamwork and a positive work environment.

Financial Management & Revenue Growth

Budget & Expenses

The General Manager does not need to be an accountant, but must be comfortable working with a budget.

Responsibilities include:

- Following the approved property budget.
- Managing payroll and staffing based on business levels.
- Monitoring everyday operating expenses.
- Watching inventory and purchasing.
- Reducing unnecessary waste and spending.
- Looking for reasonable ways to improve revenue and profitability.

Revenue Opportunities

We are looking for someone who can think ahead and identify opportunities to improve the business.

This may include:

- Increasing retail or food sales.
- Improving activity participation.
- Helping increase cabin and campsite occupancy.
- Developing simple upgrades or add-on opportunities.
- Helping promote special events and themed weekends.
- Identifying areas where the campground can operate more efficiently.

Department Operations & Oversight

Recreation & Water Obstacle Course Operations

The General Manager will help oversee activities and recreation throughout the campground.

Experience with lifeguards, water attractions, or aquatic operations is a plus.

Preferred experience includes:

- Lifeguard certification
- Lifeguard training or supervision
- CPR/First Aid
- Waterfront or aquatic operations
- Recreation programming

The General Manager will help ensure the Wibit and other recreation areas are properly staffed, organized, and operated according to required safety procedures.

Food Service & Retail

Previous food service or retail experience is a plus.

The General Manager will help oversee:

- Basic inventory and ordering
- Employee staffing
- Cleanliness and organization
- Customer service
- Food and retail sales
- Waste and expense control

Qualifications & Ideal Candidate

Qualifications

We are looking for someone who:

- Has previous management or supervisory experience.
- Has strong customer service skills.
- Is organized and dependable.
- Has good attention to detail.
- Can manage several things at once.
- Has strong time-management skills.
- Is comfortable leading employees.
- Can follow a budget and manage payroll.
- Is comfortable working in a busy seasonal environment.
- Can make decisions and solve problems.
- Is willing to be hands-on when needed.
- Can communicate well with employees, guests, and company leadership.
- Is comfortable using basic computer programs, email, spreadsheets, scheduling systems, and reservation or point-of-sale systems.

Previous campground, hospitality, hotel, resort, recreation, food service, or retail management experience is preferred but not required.

What We Are Looking For

The right person for this role will:

- Put guest service first.
- Notice the small details.
- Be willing to walk the property and stay involved.
- Keep employees organized and focused.
- Manage their time well.
- Be comfortable juggling multiple priorities.
- Watch expenses and payroll.
- Think of new ways to generate revenue.
- Address problems rather than letting them sit.
- Be willing to help where needed.
- Take pride in keeping the campground clean, organized, and welcoming.

Schedule & Compensation

This is a **full-time, salaried, year-round position**.

Housing is available.

The campground is busiest during the camping season, so the General Manager must be available to work weekends, holidays, and additional hours during busy periods when needed.

The off-season provides more flexibility but includes planning, maintenance, budgeting, hiring, training, and preparation for the upcoming season.

Salary will be based on experience and qualifications.