

**Job Title:** Operations Director

**Compensation:** \$32 per hour

**Work Hours:** 35 hrs/week April to October, 8 to 16 hrs/week October to March

**Start Date:** July 2023

Located in the beautiful Comox Valley, Cumberland Lake Park is a popular gathering spot offering sandy beaches, campground, boat launch, climbing crags and hiking trails. The Park is located 4 km west of the Village of Cumberland, and is operated by the not-for-profit Lake Park Society. Under the direction of the Executive Director, the Operations Director oversees and manages all aspects of operations, including business development, operations management, and process improvement.

### **Duties and Responsibilities**

- Oversee the front office, campsite operations, watersport rentals, day use area and boat launch to ensure excellent customer service, maintain business growth and achieve organizational goals.
- Lead and mentor a team of staff, providing guidance and support to ensure effective performance.
  - Oversee campground and operations staffing, training, scheduling and supervising according to budget provided
- Collaborate with other teams to streamline processes and improve operational efficiency.
- Monitor key performance indicators to assess the effectiveness of operations and implement necessary changes.
- Stay up-to-date with industry trends and best practices in operations and campground management.
- Oversee park, office and campground maintenance and projects according to budget provided (contractors or in-house).
  - Ensure water and septic systems are appropriately managed
- Develop and implement policies and procedures for daily operations, as needed.
  - Monitor compliance to all campground policies and procedures, including safety requirements.
- Address customer concerns or complaints, enforce rules and handle difficult situations (evictions) with professionalism
- Oversee administrative duties for the campground including ordering supplies, record keeping, timesheets, daily closeout reconciliation and other related duties.
  - Negotiate contracts with vendors and suppliers to ensure favorable terms and pricing.
  - Ensure the integrity of the operation by maintaining tight control of cash generated by the campground, including audits of all cash sources, cash deposits and account reconciliations on a regular basis.
- Perform Campground Crew duties (front desk, park maintenance, watersport rentals) while performing other duties.
- Provide support for Lake Park Society programs as required
- Perform other related duties as assigned by the Executive Director

### **Requirements**

- Excellent communication skills, both written and verbal
- Proven leadership experience with the ability to inspire and motivate teams
- Excellent customer service
- Excellent problem-solving skills with a strategic mindset.
- Strong administrative skills (staff scheduling, file management)
- Ability to complete strenuous work, outside, for extended periods, in varying conditions. Experience in various maintenance tasks.
- OFA First Aid Level 1 (Emergency Level First Aid), current criminal record clearance