

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



Lake Park Society
1100 Comox Lake Road,
PO Box 1389
Cumberland, BC V0R 1S0

- 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

To apply, please forward your resume, cover letter and three references to executivedirector@clws.ca. We thank all candidates for their interest, however, only those selected for an interview will be contacted.