



• GOLF COURSE • CAMPGROUND • RESORT • CREMEE • MARINA

PH: 204-855-2307 www.oakislandmb.ca Oak Island Resort: Box 563, Oak Lake, Mb R0M 1P0

Title: Guest Services Night Duty Supervisor
Purpose: Execute and Oversee the evening operations of the campground
Reports To: Campground Manager

Qualifications

Must be able to work with limited supervision
Must be alert and have good problem- solving abilities
Must have strong interpersonal, verbal, and written communication skills
Must have a positive attitude and be 18 years of age and older
Must be able to work evenings and weekends
Must be physically able to lift 50 lbs, and walk for extended periods of time on site.
Experience in Hospitality and/or customer service is an asset, but willing to train the right individual.
Experience supervising a team is an asset but willing to train the right individual

Duties

Drive and walk through the campground ensuring that our guests have a safe and welcoming environment to camp in while providing a staff presence
Respond to and troubleshoot technical issues related to products and services, including but not limited to power outages, water issues, bathroom maintenance, etc.
Identify and report irregularities, equipment deficiencies, safety hazards and/or security concerns
Monitor campground access after regular hours and respond to unauthorized entries
Maintain and uphold our campground bylaws and respond appropriately when issues arise.
Assist with executing, and monitoring events and entertainment
Monitor pool chemical levels and complete all necessary operational and closing duties for the pool.
Oversee and direct the security staff.
Oversee and support the office staff while on shift
Handles all guest interactions with the highest level of hospitality and professionalism
Takes action in all matters related to the safety, security, satisfaction and well being of our guests and employees without requiring special direction
Advise senior management of any major incident as per emergency contact sheet
Enforce and comply with all company policies and procedures which are fundamental in maintaining effective performance, communication and good business reputation
Provide a detailed handover to the day manager, including any guest related or maintenance issues
Support the management team with any relevant administration tasks as required
Perform any other duties as assigned by management.