



Duty Manager (Seasonal)

About Us

Highland Pines is one of the finest seasonal and overnight campgrounds in Ontario, offering seasonal camping for trailers, overnight RV camping, as well as lakeside cabin rentals. Located on the shores of scenic Lake Belwood, outside Fergus, our campgrounds are easily accessible from anywhere in the GTA. We offer world-class facilities and amenities for over 800 campsites located on 350 acres of land.

Job Summary

Under the direction of the Head of Maintenance, the Duty Manager will provide guidance and direction to all seasonal Maintenance and Housekeeping Staff, as well as coaching, and on the job instruction, for all aspects of maintenance within Highland Pines Campground; providing excellent customer service to both internal and external customers, working seamlessly with all other departments to provide the best customer experience possible. This role will also be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform; may also assume role of Head of Maintenance in their absence.

Summary of Responsibilities

- Adhere to all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures
- Provide excellent customer service to both internal and external customers
- Provide customers with information regarding amenities etc.
- Direct and monitor contractors and deliveries when and where required
- Use all equipment and tools safely and how they were designed to be used
- Foster and maintain good relationships with all seasonal and transient customers
- Monitor the park, and our guests to the park so that adherence to the rules and standards are being met
- Provide direction and leadership to maintenance and housekeeping staff, assign tasks and follow-up
- Test park water when required
- Actively participate in tasks as required
- Monitor supply inventories including but not limited to, pool chemicals and supplies, propane fuel, gasoline/diesel, cleaning supplies, tools etc.
- Participate in the relocation of Park Models where required
- Ensure docks are safe and accessible at all times
- Maintain vehicles and equipment and report when repairs are required
- Provide assistance when and where required to Office, Events, Sales, and Construction staff
- Ensure all Pools and Splash Pads are operating safely to code at all times
- Inspect and make repairs at Playgrounds when and where required
- Operate equipment safely including but not limited to; Mules Tractors, Sweepers, Trucks, Trailers, Backhoe; to grade roads, move materials, crush garbage etc.
- Install/Replace fencing, utility posts, water service

Job Requirements and Qualifications

- Previous Landscape, Heavy Equipment, Housekeeping, Carpentry, is an asset
- Ability to effectively communicate both verbally and in writing
- Minimum class G2 Ontario Driver's license
- Ability to prioritize and manage conflicting demands
- Ability to work individually and a s part of a team
- Ability to lead and motivate
- Ability to lift heavy objects, walk, and stand for long periods of time
- Ability to perform strenuous physical labour
- Ability to operate required equipment in a safe and responsible manner
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Must be able to wear and use appropriate P.P.E.

Competencies

- Attention to Detail
- Commitment to Health and Safety
- Problem Solving – Able to break down situations into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to a realistic solution
- Client/Customer Focus – Provide excellent customer service to both internal and external customers
- Communication – Express and transmit information with consistency and clarity
- Professionalism – Demonstrates professional standards of conduct when governing interactions between individuals in all environments
- Teamwork – Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment
- Leadership – Provide leadership, guidance, coaching and mentoring to seasonal Maintenance Staff and Housekeeping Staff

Work Conditions

- Flexible hours including nights, weekends and holidays
- Interaction with customer/clients and the public at large
- Must be able and willing to work in adverse weather conditions

Highland Pines Campground offers competitive compensation and career advancement opportunities.

Highland Pines Campground strives to ensure that our employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, Highland Pines Campground will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.

Qualified applicants should contact **Human Resources** at jobs@highlandpines.com

For more information, please visit our website at www.highlandpines.com