



## Night Manager

### **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**

The Night Manager, under the direction of the Front Office Manager, will primarily be responsible for providing exceptional customer service by resolving any issue that may arise in the campground, as well as handling customer inquiries and complaints. This position will ensure that customers are satisfied with the issue resolution as well as the resolution process itself.

### **Summary of Responsibilities**

- Provide exceptional customer service, both internally and externally; answer questions, and proactively respond to and investigate customer complaints in a professional manner
- Respond to and troubleshoot technical issues related to products and service, including but not limited to power outages, bathroom maintenance, etc.
- Ensure that customers are satisfied with the issue resolution as well as the resolution process itself
- Prevent loss and damage through proactive patrols within the campground; investigate and report irregularities
- Ensure customer relations, safety, and visibility through foot and vehicular patrols throughout the campground
- Identify and report irregularities, equipment deficiencies, safety hazards, and/or security concerns to ensure the safety of Highland Pines Campground employees, facilities, customers, and guests
- Monitor campground access after regular business hours; respond to unauthorized entries
- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner
- Attempt to calm irate customers by explaining the situation while attempting to resolve the issue to the best of your abilities; escalate customer complaints to the appropriate Manager as deemed necessary
- Provide primary response to emergency situations and de-escalate crisis situations; administer First Aid / CPR, including the use of AED as required
- Provide support to and liaise with all emergency services personnel
- Create reports of daily shift activities; maintain daily logs and logbook
- Other duties as assigned

### **Job Requirements and Qualifications**

- High school diploma, GED, or equivalent
- Three years of Night Manager and/or related customer service experience
- Must possess a valid G license

- Valid First Aid / CPR with AED certification
- Ability to effectively communicate verbally, in writing, and with technology
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Active listening, critical thinking, social perceptiveness, good judgment and decision-making skills required
- Ability to make sound decisions when faced with difficult and/or confrontational situations
- High flexibility with strong interpersonal skills to work effectively in a diverse environment
- Demonstrated time management skills; ability to prioritize and manage conflicting demands
- Ability to work individually as well as part of a team
- Practical knowledge of WHMIS and Trespass to Property Act
- Knowledge and understanding of Highland Pines Campground Policies, Procedures, and Guest/Customer rules; applying sound judgment on how and when to apply rules

### **Competencies**

- Adaptability - Adapts and responds to changing conditions, priorities, technologies, and requirements.
- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Cultural Sensitivity - Promotes an inclusive environment for all customers, staff, and visitors.
- Problem Solving - Able to break down a situation 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 realistic solution.
- Professionalism - Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.

### **Work Conditions**

- Flexible hours including nights, weekends, and holidays
- 5 days per week will always work Thursday, Friday & Saturday and some Sundays
- Interaction with employees, customers/clients, and the public at large
- Occasional overtime may be required

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](mailto:jobs@highlandpines.com)

For more information, please visit our website at [www.highlandpines.com](http://www.highlandpines.com)