



Pine Grove Resort Manager Job Description

Job Description

Position: Pine Grove Resort Manager
Reports To: Tribal Council
Employment: Regular, Full-Time, Exempt
Salary: \$50,000 - \$65,000 DOE
Location: 15960 Bottle Rock Rd, Cobb, CA
Housing: On Site Housing Provided

Position Summary:

Under direct supervision of the Tribal Council the Pine Grove Resort Director is responsible for the daily operation of Pine Grove Resort, including but not limited to reservations, lodging units, swimming pools, kitchen, campsites and resort grounds. The Manager will serve as the initial point of contact for all groups before, during and after their arrival at the resort. Is responsible for enhancing the Resort business model, executing significant site development and positively contributing to the Middletown Rancheria's economic portfolio.

General Duties: The Resort Manager has complete oversight of the Resort facilities, accommodations, campgrounds and public swimming pools. This includes safety and security for the guests, residents and employees. The Resort must be compliant with all requirements such as pool and kitchen permits, adherence to all applicable laws, maintenance of appropriate insurance levels and ensure that required utility services are in working order and being paid in accordance with any established agreements. Completion of monthly reports, development and compliance of all policies and procedures, ensuring proper maintenance of facilities, and responsible for the Resort's overall financial performance.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

Guest Services

- Manage daily operations and ensure excellent guest service
- Maintain accurate rental agreements and resort records
- Oversee short-term and long-term reservations using the Reservation System
- Answer phones, emails and guest inquiries
- Ensure that the arrivals checklist is updated daily and that inconsistencies are



investigated immediately.

- Pre-register, block reservations, handle group bookings and, as appropriate, takes same day and future reservations.
- Complete follow through of no-show, late cancellation charges and cancel site reservations.
- Coordinate guest arrival and departure, check-in and check-out procedures
- Greet guests and visitors and provide resort orientation
- Order office and operational supplies as needed
- Utilize online platforms to promote bookings, events, activities, etc.
- Welcome all guests in a friendly manner and assist with any questions or concerns during their stay at the Resort.
- Respond to online reviews and feedback (Google, Trip Advisor, etc.) in a professional tone

Grounds Operations

- Enforce resort rules and regulations fairly, professionally and without exceptions
- Address guest concerns and resolve conflicts
- Manage long-term resident relationships and guest experience across seasonal and transient stays
- Oversee daily operations including bookings, maintenance, amenities and resort grounds
- Oversee property infrastructure including utilities, grounds and physical assets, ensuring systems are functioning reliably and efficiently
- Coordinate vendors, contractors, and capital improvement projects
- Ensure site functionality including electrical, water, and sewer systems
- Manage employees or contracted staff to ensure proper maintenance of facilities
- Hire, train, supervise, evaluate and lead on-site staff
- Develop and implement SOP's to improve organization and operational consistency
- Ensure the appearance, cleanliness, and operational standards of the resort are maintained
- Conduct regular inspections of the grounds and remedy any deficiencies
- Coordinate with maintenance on projects when needed

REVENUE AND FINANCIAL MANAGEMENT

- Lead revenue generation through booking strategy, occupancy optimization and dynamic pricing
- Coordinate with Tribal Council to support marketing initiatives that generate interest, income and increase visibility
- Create the operating budget for review and approval
- Manage expenses and operate within budgeted amounts
- Identify and pursue revenue opportunities
- Work closely with the accounting department for all financial transactions

QUALIFICATIONS:

- Must be at least 21 years of age.
- Must have a high school diploma or equivalent.
- **Must have managerial experience** (resort experience preferred).
- Two (2) years prior maintenance experience or equivalent educational, training and work experience required.
- Be able to work in a fast-paced, stress-filled environment.
- Must be highly motivated with a desire to work in a fast-paced environment.
- Proficient using computer systems and reservation software
- Ability to work independently and interact with a diverse community of guests
- Proactive problem-solver who takes initiative with minimal supervision
- Ability to work a flexible work schedule including days, nights, weekends, holidays and on-call



- Strong communication skills
 - Excellent guest services skills
 - Ambitious to improve operations making the business profitable
- Be able to work holidays, evenings and weekends**

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The Pine Grove Resort Manager role requires the individual to be on call 7 days a week. Must be able to respond to urgent issues or emergencies as needed. Requires regular physical activity and ability to work in a variety of outdoor conditions. Frequent standing, walking, bending, kneeling, crouching, climbing. May perform repetitive tasks. Work outdoors in varying weather conditions, including heat, cold, rain and wind. The employee is regularly exposed to dust, dirt, noise and outdoor elements such as insects and wildlife. Exposed to cleaning chemicals, fuels, and other maintenance related materials. The employee may be exposed to the risks associated with attempting to resolve issues with extremely irate or difficult customers.

CONDITIONS OF EMPLOYMENT:

- Employee will have a ninety day introductory period
- Must pass background investigation
- Pass any workplace drug test administered at will by the Tribal Council
- Preference will be given to qualified Native Americans, pursuant to section 7(b) of Public Law 93-638.

COMPENSATION AND BENEFITS

- Competitive salary (based on experience)
- Healthcare: Medical, Dental, Vision, and Life Insurance

Submit Applications / Resumes to Sierra Shope @ sshope@middleteownrancheria.com
Mail to: PO Box 1035, Middletown, CA 95461

