



EASTERN IRRIGATION DISTRICT
Rolling Hills Reservoir Campground
Job Description – Campground Manager

Job Summary

The Campground Manager, reporting to the Eastern Irrigation District's (EID) Land Supervisor, is responsible for the overall operation and management of the campground. This role involves ensuring excellent customer service, maintaining the facilities, and promoting a welcoming and enjoyable environment for all visitors. The Campground Manager manages day-to-day operations, campground staff, and administers the campground's finances while ensuring compliance with EID policies and procedures, local regulations, Occupational Health & Safety (OH&S) legislative requirements and the EID Health and Safety Management System.

Key Responsibilities

1. Operations Management

- Ensures adherence to all District policies and procedures in effect or implemented from time to time, including any amendments thereto, including without limitation the Health and Safety Management System, Drug and Alcohol Policy, No Diving Policy, Contracting Policy and Vehicle Policy
- Oversee the daily operations of the campground, including reservations, check-ins, and check-outs.
- Ensure all facilities (bathrooms, showers, laundry facility, staff buildings, picnic areas, beach areas, marina, fire pits and playgrounds) are clean, functional, safe and well-maintained.
- Manage and monitor campground buildings, utility systems, such as water, electricity, and waste disposal.
- Enforce campground rules to ensure a safe and pleasant environment.
- Order and stock campground supplies, firewood, confectionaries and other miscellaneous items.
- Schedule miscellaneous contractors such as garbage pickups, water deliveries and specialized repairs and in accordance with the District Contracting Policy.
- Administer the District's Aquatic Invasive Species Prevention Program with support from the EID's Land Administrator – Aquatic Invasive Species personnel.

2. Customer Service

- Provide exceptional customer service to campers and visitors, addressing inquiries, complaints, and emergencies promptly and professionally.

- Handle reservations via phone, online systems, or in person.
- Assist with local area information, including recommending activities, attractions, and dining options.

3. Team Leadership

- Supervise, direct, and train assigned staff, delegating tasks and ensuring timely completion.
- Delegate tasks and oversee day-to-day maintenance activities.
- Monitor staff performance (operational health and safety) and provide feedback to EID Land Supervisor to ensure quality standards are met.

4. Staff Supervision

- Work closely with the Campground Maintenance Lead to prioritize and plan maintenance projects.
- Train and supervise campground staff.
- Develop work schedules and delegate responsibilities to ensure efficient operations.
- Conduct performance evaluations and provide ongoing feedback to campground staff.
- Work with the EID Land Supervisor if any staff discipline, in accordance with EID policies and procedures, may be required and maintain any employee HR matters in confidence.

5. Campground Finances

- Manage campground budgets, track expenses, and prepare financial reports.
- Handle cash transactions, process payments, and maintain accurate records.
- Collection and safe keeping of all Campground revenues, including camping fees, marina fees, convenience store sales, firewood sales, shower, and laundry fees.
- Deliver all revenues to the designated District employee in the District's head office at 550 Industrial Road West in Brooks not less frequently than once in each 7-day period.
- Identify opportunities to increase revenue through promotions, events, or improved services and in consultation with the EID Land Supervisor.

6. Safety and Compliance

- Adhere to and comply with the District Health and Safety Management System program and all District policies and procedures in effect, and as amended from time to time.

- Ensure all operations are performed in a safe manner and in accordance with the District Health and Safety Management system program and District policies and procedures in effect, and as amended from time to time, as well as applicable laws as set forth by Alberta's OH&S Code and Act, including:
 - Directing and participating in Field Level Hazard Assessments, safety tailgate meetings, safety training seminars, safely operating tools and equipment, and completing work in a safe manner.
 - Identify, report, address and correct any safety concerns or hazards affecting the public, campground facility and property or staff immediately to prevent accidents or injuries.
 - Ensure any required Personal Protective Equipment is on site and worn in accordance with safe work requirements.
 - Perform regular inspections to ensure safety compliance and take corrective action when required.
 - Ensure the campground complies with local, provincial, and Alberta OHS legislation.
 - Maintain safety protocols, including emergency response plans. Conduct safety drills from time to time with assistance from the EID Health & Safety Coordinator or designate.
 - Conduct and maintain water quality testing as required.
 - Communicate efficiently and effectively with District staff/management and respond to inquiries/issues promptly and professionally.

Job Qualifications

- Previous experience in campground or hospitality management.
- Strong leadership and interpersonal skills.
- Excellent organizational and multitasking abilities.
- Proficient in reservation systems and basic financial software.
- Flexibility to work evenings, weekends, and holidays as needed.

- In possession of a valid Alberta Class 5 driver's license and clean driver's abstract.
- Intermediate First Aid & Level "C" CPR. (WHMIS & TDG) is an asset.

Pre-Employment Requirements

- Selected candidates will be required to undergo pre-employment background checks, including a Criminal Record Check.
- Selected candidates will be required to provide a Driver's Abstract.
- Successful applications must provide proof of qualifications.

Pre-Employment Alcohol and Drug Test

The District recognizes that the use of alcohol and drugs can adversely impact a safe work environment and the well-being of others, as well as place the District's operations at risk. This position is a safety sensitive position and, as such, any person, including any current employee, who has applied for a safety sensitive position will be required to pass a Drug and Alcohol Test as a pre-condition to employment, being transferred or being temporarily assigned into a safety sensitive position as per the District's Drug and Alcohol Policy.