

FACILITIES MANAGER IN THE HOSPITALITY INDUSTRY

The Facilities Manager oversees and is responsible for all facilities on the property including but not limited to buildings and pools.

SUMMARY

Normandy Farms Campground is a 5-star RV Resort located in Foxboro Massachusetts. Our 100-acre, 400 campsite retreat caters to families who want to experience a truly memorable stay in a clean, safe camping environment. The family owned and operated park has ties to the land dating back to 1759. Having been awarded RV Park of the Year 4 times over the past 40 years, makes Normandy Farms Campground one of the few premier camping resorts in the country. This position is a key member of our leadership team who will embrace the rich history and high standards by demonstrating the mission and working toward the vision of Normandy Farms.

SALARY/HOURS

This is a full-time year-round position. You are expected to work an average of 45 hours per week. The salary ranges \$58,000-\$68,000, depending upon experience. Weekends, nights, holidays and on call rotation is required. At the end of the season, there will be a performance review to discuss progress. Rich benefit package including paid time off, health, IRA, and more.

SKILLS REQUIRED

- Extremely detail oriented
- Basic skills to fix things
- Diplomatic and rational
- Excellent organizational skills that result in accurate, timely and thorough results
- Effective communication skills to lead team
- Hands on individual who has the ability to prioritize and multitask
- Self-motivated and solutions oriented individual
- Basic computer skills including Outlook, Excel and Word

ESSENTIAL FUNCTIONS/PRIMARY DUTIES

- Responsible for all facilities to ensure optimal operation including pools, lodge, restrooms and snack bar.
- Responsibilities for this position fluctuate seasonally as we are closed December 1st through March 31st. While closed, the Facilities Manager is responsible for hands on heavy cleaning of all facilities in the park.
- Impeccable attention to detail is required as you maintain and monitor the cleanliness throughout the park.
- Liaison for management to ensure guests follow camping etiquette and guidelines while exemplifying outstanding guest service using NFC guidelines in dealing with conflict resolution.
- Liaison to our local Board of Health Department ensuring compliance with all regulations.
- Directly manages Pool and Housekeeping departments that include a team of about 25 Team Members including proper training to ensure they follow proper policies and procedures.
- Hires qualified applicants for available positions for the Pool and Housekeeping departments, trains, manages, and makes recommendations for discipline of the staff up to and including termination.
- Monitors Housekeeping and Pool checklists daily to ensure progress.
- Utilizes logbook daily to communicate with various departments.
- Manages Maintenance and Ranger teams in the absence of the Maintenance Manager.
- Manages and responds to overnight on call duties shared with Maintenance Manager.
- Collaborates with the Maintenance Manager in all facets of park management.
- Demonstrates leadership skills and is supportive to team members in all facets and is a role model, demonstrating exemplary behavior for our team.
- Provides support to other departments.
- Organizes and executes Team Meetings.

- Exercises Proper Emergency Procedures and responsible for team understanding and proficiency in all emergency procedures and requirements.
- Trains and monitors safe team use of all equipment and chemicals.
- Knows the proper procedure for handling chemicals throughout the park and ensures all SDA sheets are available and accurate.
- Educates team in the use of all reporting, including the Incident Report Form and BOH requirements.
- Guides team to monitor appropriate guest behavior.
- Responds to guest and team issues in a timely and professional manner.
- Attends weekly work planning meetings and assists in daily work assignments.
- Reports work progress via the work planning board, ticketing system and reporting system during the off season.
- Is proficient with pool chemistry and chemical testing procedures, adjusting water quality and identifying mechanical or chemical issues that need further attention or maintenance.
- Requires physical activity including standing, walking, lifting heavy equipment, and using varied equipment.
- Responds in a timely manner to all communications from the management team (generally within 12 hours, max 24 hrs).
- Checks the ticketing system daily and responds to ticketing system requests in a timely manner (within 24 hours).
- Conducts regular inspections and submits online report based on schedule.
- Attentive to details around park, buildings, sites and maintenance and able to spot safety risks and address needs appropriately.

CODE OF CONDUCT

- Being receptive to feedback when speaking to both team & management giving immediate, positive & constructive feedback to one another.
- Responds quickly when assistance is required.
- Communicate expectations clearly.
- Ensure that emails & voicemails are properly responded to within 12 hours, max 24 hrs.
- Ensure that business and guest calls are properly responded to within 12 hours, max 24 hrs.
- Set an example of conduct with use of personal devices, including phones & computers. No personal use.
- Will meet commitments on time or communicate any changes.

RESPONSIBILITIES INCLUDE (BUT NOT LIMITED TO)

- Adhere to all Policies in the Team Handbook.
- Follows Proper Opening and Closing Procedures for the park.
- Ensures proper maintenance of Pool facilities and equipment therein.
- Ensures proper maintenance of Restroom buildings and equipment therein.
- Ensures proper maintenance of the Recreation Lodge and equipment therein.
- Ensures proper maintenance of Rentals and equipment therein.
- Coordinates schedules and enter into Novatime by the 20th of the month for Pools and Housekeeping.
- Monitoring and approving time sheets on time and ensuring little or no overtime.
- Maintaining proper inventory of cleaning and rental supplies.
- Managing/coordinating/conducting/monitoring well water tests.
- Ensures that all supplies for operation of Pools and Housekeeping are ordered properly and on time.
- Ensure that maintenance tickets are properly responded to within 12 hours, max 24 hours
- Maintain current playground safety license.
- Maintain current CPO (Certified Pool Operator) certification.
- Maintain organized calendar system with daily detail of appointments, projects, and tasks.
- Ensure that all light fixtures are properly maintained.
- Ensure that all air exchange filters are changed on a regular basis per calendar schedule.

- Ensure that change and laundry machines are properly maintained & filled/emptied as needed.
- Ensure that the propane is properly filled at the main filling station.
- Conduct fire extinguisher inspections and make arrangement for annual inspection by outside company.
- Conducts inspections and maintains rental properties.
- Able to troubleshoot WiFi.
- Assists with trailer moving.
- Executes Ranger duties.
- Maintains and updates SDS sheets.
- Handles cable TV troubleshooting for guests.
- Schedule and conduct annual building inspection by town building department.
- Inspection and testing of smoke and carbon monoxide detectors in cabins, Yurts, Safari Tents, rental houses and all other buildings.
- Liaison to Kamper's Kitchen in maintaining equipment.
- Assists landscape team with spring and fall clean-up and mulching.
- Assist with water shut off in fall.
- Make arrangement for spring window cleaning for Recreation Lodge & Reception Center.
- Make arrangement for annual monitor well testing in October.
- Ensures that concrete and stone work in pool areas is properly sealed annually.
- Responsible for off season cleaning of all buildings.
- Assists with snow removal.
- Updates Pool and Housekeeping Maintenance Manuals ongoing and have ready by February 1st each year.
- Ensures that all pool facilities are properly winterized and covered.
- Cleans and seals tile in all buildings while closed in winter.

Normandy Farms Campground is committed to hiring, promoting and transferring employees without regard to race, religion, color, sexual orientation, genetic information, gender identity, national origin (where a person was born), sex, age, ancestry (ethnic heritage), citizenship, veteran status, marital status, sexual orientation, disability, or any other reason prohibited by law. Decisions as to hiring, promoting or transferring employees should be based solely upon job-related qualifications.