**Job Summary**

The Raven Haven Site Supervisor is responsible for the day-to-day operations of Raven Haven Beachside Family Park. She / he is expected to live on-site from the scheduled opening until closing of the facility on Labour Day. The Site Supervisor has five major areas of responsibility:

• Site maintenance

• Oversight of facility rentals and equipment rentals (including but not limited to cabins, campground, watercraft, PFD’s)

• Supervision of canteen operations

• Responding to customer concerns, complaints and or feedback to ensure a consistently high standard of guest service at all times

• Ensures compilation of daily reports and statistics, as well as annual summary reports (including but not limited to tracking of facility and equipment rentals, canteen inventory and sales reconciliation)

**Duties and Responsibilities**

* Monitor work schedules to ensure appropriate staff are onsite at all appropriate times
* Take cabin / campground / equipment rental bookings using the Annapolis County booking system effectively by phone, e-mail, on-line reservation system, or face-to-face
* Supervise (and back-up as necessary) daily cabin / campground operations (including but not limited to upkeep of all grounds and buildings)
* Oversee (and back-up as required) cleaning of cabins, public washrooms, and showers
* Supervise (and back-up as needed) the activities of the Raven Haven Canteen Supervisor
* Greet, welcome and check in cabin / campground guests during periods that the Canteen Supervisor is busy or unavailable
* Carry out daily inspections of buildings, docks, beach area, cabins and campground to ensure safety of employees and the public
* Monitor the reservations system and back-up these activities as necessary
* Ensure that park staff have / receive appropriate training for assigned tasks
* Monitor employee performance to ensure a consistently high standard of guest service at all times
* Sign off on daily cash reports, ensuring they are accurate and reconciled
* Deliver cash to Annapolis Royal Municipal Administration Building on a periodic and regular basis (min. 3 times per week)
* Make recommendations regarding operational and procedural improvements
* Prepare periodic operational reports
* Prepare annual statistical reports
* Ensure compliance with the *Labour Standards Code*, *Occupational Health and Safety Act* and all policies and procedures of the Municipality
* Other such reasonably relating duties as may be assigned by senior staff

**Qualifications**

*Experience and Training*

* Minimum Grade 12 education
* Post-secondary training / related work experience preferred
* First Aid CPR A
* Current Safe Food Handling certification
* Current WHMIS (training may be provided by employer)

***Characteristics / Abilities***

* Experience managing staff and working in environments that cater to customer service
* Working knowledge of MS Word and Excel
* Knowledge of VISA, debit machines, cash registers an asset
* Maintain a positive rapport with the community and staff
* Provide prompt and courteous service
* Wear appropriate clothing and use appropriate safety procedures and equipment
* Be able to work flexible hours
* Have ability to work in a team or independently
* Be able to work well with youth and adults
* Demonstrate strong interpersonal skills and communications skills – both verbal and written
* Demonstrated leadership abilities
* Must provide criminal record background and child abuse registry check

**Working conditions**

* Proper attire and safety measures must be adhered to (suntan lotion, sunglasses, hat, rain gear etc)
* Due to the nature of the operation and delivery of recreational services, availability to work weekends is required
* It may not be possible to have two days off in a row
* This position may be physically and emotionally demanding and requires an individual who is able to multi-task on a daily basis. It may require lifting heavy objects and repetitive tasks.
* Must have and maintain a valid Nova Scotia Class 5 driver’s license and use of a reliable vehicle
* If necessary, mileage for use of own vehicle for County business is paid according to the municipal rate

**Direct reports**

Raven Haven Canteen Supervisor

Raven Haven Beach Captain

**Competencies**

**Values Diversity -**Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures. Diversity is beneficial to the organization and community. It applies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.

**Communication -** Communication is effective, timely, and relevant exchange of information that is respectful of the diversity of people, and the geography and working environments of our employees. It includes receiving information, listening, understanding and responding openly and effectively in interactions with others. It also implies this information is processed into actions.

**Citizen Services** - Implies a desire to help or serve others in a courteous and respectful manner and with the goal of meeting their needs. It means focusing one’s efforts on discovering, meeting and balancing the needs of citizens, residents, elected officials, internal colleagues, or anyone that the person is trying to help. This involves recognizing that municipal employees are providing services and information to those who have rights and obligations (taxpayers and residents).

**Achievement Motivation -** Focuses efforts on working well and / or competing against a standard of excellence while achieving high quality results.

**Work Safety -** Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or activities. This includes adhering to safe practices and standard operating procedures established to reduce risks. Failure to do so is grounds for disciplinary action in accordance with the County’s policies regarding managing unsatisfactory performance.

**Duty of Loyalty -** As a representative of the County of Annapolis, every employee has a legal obligation to avoid acting in a manner that’s contrary to the County’s interests. This includes refraining from public criticism of the County’s practices or personnel, as well an obligation to maintain confidentiality. Failure to do so is grounds for disciplinary action in accordance with the County’s policies regarding managing unsatisfactory performance.