

ASSISTANT MANAGER WATERFRONT RESORT

**Seasonal or Full-Time with Flex-Time
Salary Commensurate with Experience and Agreed Upon Responsibilities**

Fulfilling career in a vacation setting with opportunities to lead and advance.

Historic Granite Point Park is a family-owned business set on beautiful Loon Lake, WA that has served vacationers in the Pacific Northwest for 100 years. We are a well-loved summer institution with some of the best lakefront access and beach in the region. Many of our guests have been coming for generations, and we strive to make each and every visit to the Resort the very best of its kind for each of our guests.

This is a challenging, fast-paced job with lots of opportunities to apply your people, organization, and management skills—all in a vacation-based environment at one of the nicest settings in the State! Primarily a seasonal job (April through October—with modifications negotiable), but with the option for some year-round administrative responsibilities. It would be possible to serve as Assistant Manager during the summer months, and hold another job during the off-season (e.g., ski resort, school teacher/admin, coach) exists; but, the Assistant Manager role can also be structured to provide a reasonable annual income, with full-time hours limited to the summer months.

The ideal candidate for Assistant Manager is someone with enthusiasm, high standards, a strong work ethic, and great project management skills. No experience in the hospitality industry is required, provided the candidate has a background in management, business acumen, and strong people skills. This is a perfect job for a professional who is looking for a nontraditional work environment which will nonetheless utilize a diverse skill set and provide opportunities to excel.

As Assistant Manager you will be responsible for helping oversee a diverse and collaborative team including guest services and front of house, housekeeping, grounds and maintenance, and food and beverage. You will help ensure that all aspects of the guest experience—from the customer and hospitality side to the grounds and maintenance—are top-notch. You will help set the standard for ensuring smooth team operations, responsive and friendly guest interactions, and quality customer service. As part of the Resort's leadership team, it is your job to lead your team by example, inspiring a "can do", whatever-it-takes guest service attitude, implementing as well as influencing, the vision for the Resort.

The Assistant Manager will share duties with and support the Resort Manager with the following responsibilities:

- Manage the resources and assets of the property, including staff, grounds, improvements, amenities, and guest experience
- Help establish a "customer first" culture for our guests, and sustain a highly engaged resort
- Recommend and administer policies and processes
- Assist in development and implementation of strategies and practices which support employee engagement
- Provide insight on the operational budget of the resort in order to improve profitability
- Manage to annual revenue and expense budgets; assist in analyzing business forecasts and maximize productivity by adjusting schedules accordingly
- Hire, coach, and train Staff, particularly on the front-of-house side, with customer service, billing/transactions, and efficiency

- Be self-directed and work productively in a fast-paced and ever-changing environment
- Understand and apply aspects of resort and property management, including applicable laws and regulations
- Maximize guest satisfaction by ensuring that all staff show genuine hospitality and exceed guest expectations

This is an active role and requires being on your feet, and actively involved engaging with guests or handling the myriad of tasks involved in ensuring that the front-of-house and back-of-house aspects of the resort are in near perfect shape for our guests. In this role, you will work in a gorgeous family-friendly environment that celebrates the lake life and is never dull.

We offer excellent pay, on-site residence, guest discounts, performance bonuses, and the opportunity to work and play in a lake vacation environment.

Desirable Skills and Experience:

- Project and People Management
- Strong Work-Ethic and Self-Motivated
- Marketing and Social Media Sense
- Business Sense
- Budgeting
- Customer Service
- Merchandising
- Eye for Detail
- Critical Thinker
- A Bachelor's degree or a combination of education and commensurate experience
- Competency with common computer and software systems such as Microsoft Office, web- based applications, and reservation & financial systems

Other Important Information

Loon Lake is approximately 25 miles north of Spokane, Washington. The Resort is open seasonally from May 1-September 30. Due to the major renovation of our 103-year old “Store,” the work period this season would be from June 15 through October 1. If you are interested in staying on year after year for the seasonal position, then the typical period would be April 15 through October 1.

The compensation is from \$20 to \$22 per hour commensurate with experience and agreed upon schedule/hours.

Salary commensurate with experience, and agreed upon schedule/hours.

Send resume, cover letter, expression of interest, or questions to:

manager@granitepointresort.com