

CITY OF HART

JOB DESCRIPTION – SEASONAL CAMPGROUND MANAGER

Position: Seasonal Campground Manager

Department: Parks and Recreation – **John Gurney Park Campground**

Reports To: Public Works Superintendent

Employment Period: April 1 – October 31

Status: Full-Time Seasonal City Employee

FLSA Status: Exempt from overtime requirements – Seasonal Amusement or Recreational Establishment Exemption

Compensation: \$35,000 per season

Benefits: This is a seasonal position and is not eligible for the City of Hart's regular employee benefits package. The employee will receive earned sick time and any other leave or employment protections required by applicable federal or state law.

Seasonal Campsite: An optional full-hookup seasonal campsite is available for the Campground Manager's use during the employment period. The Campground Manager is responsible for providing their own RV. Use of the campsite is not required as a condition of employment.

POSITION SUMMARY

The Seasonal Campground Manager is responsible for the day-to-day operation, maintenance, financial oversight, staffing, customer service, programming, and overall appearance of John Gurney Park and Campground.

This is a hands-on management position. The Campground Manager is expected to actively participate in campground operations and maintenance while supervising part-time seasonal employees and ensuring the park is operated safely, efficiently, professionally, and in the best financial interest of the City of Hart.

The Campground Manager serves as the City's primary on-site representative at John Gurney Park and is expected to provide a welcoming, safe, well-maintained, and professionally managed campground experience for campers and visitors.

ESSENTIAL DUTIES & RESPONSIBILITIES

Campground Operations

- Manage the daily operations of John Gurney Park and Campground.
- Oversee reservations, registrations, campsite assignments, seasonal sites, waiting lists, cancellations, deposits, refunds, and guest communications.
- Maintain accurate campground records and reservation information.
- Administer seasonal camper agreements and ensure compliance with campground rules and policies.
- Coordinate campground opening activities in the spring and closing and winterization activities in the fall.

- Recommend operational improvements designed to increase efficiency, occupancy, revenue, and guest satisfaction.
- Coordinate campground operations with the Public Works Superintendent and other City Departments as necessary.

Financial Management

- Collect and account for campground fees and other revenues in accordance with City financial controls and procedures.
- Maintain accurate records of cash, credit-card transactions, deposits, refunds, and other financial activity.
- Complete required daily and periodic financial reconciliations, deposits, and reports.
- Assist with the development and administration of the campground operating budget.
- Monitor revenues and expenditures throughout the season.
- Make authorized purchases in accordance with City purchasing policies and procedures.
- Maintain appropriate campground supplies and inventory.
- Identify opportunities to control costs, increase revenue, and improve the campground's overall financial performance.

Staff Supervision

- Direct, schedule, train, and supervise part-time seasonal campground employees.
- Assign daily work responsibilities and monitor completion and quality of assigned duties.
- Establish and communicate expectations regarding customer service, cleanliness, maintenance, attendance, safety, and employee conduct.
- Provide day-to-day guidance and direction to seasonal employees.
- Address employee performance or conduct concerns and make recommendations regarding staffing or disciplinary matters to the Public Works Superintendent in accordance with City policies.

Maintenance & Grounds

- Take primary responsibility for the cleanliness, maintenance, safety, and appearance of John Gurney Park and Campground.
- Perform and/or supervise mowing, trimming, landscaping, trash removal, campground restroom and facility cleaning, beach and waterfront maintenance, campsite maintenance, and general groundskeeping.
- Perform routine and minor repairs involving campground buildings, campsites, equipment, plumbing, electrical systems, docks, signs, picnic areas, and other park facilities within the employee's training and qualifications.
- Safely operate lawn, grounds, and maintenance equipment appropriate to the position.
- Identify larger or specialized maintenance needs and coordinate those needs with the Public Works Superintendent and other City Departments as appropriate.
- Conduct regular inspections of the campground and park facilities to identify safety, maintenance, cleanliness, and appearance concerns.

- Promptly report significant safety hazards, equipment failures, or facility concerns to the Public Works Superintendent.

Guest Services & Rule Enforcement

- Serve as the primary on-site point of contact for campers and visitors.
- Provide courteous, professional, and responsive customer service.
- Respond to and resolve guest questions, complaints, and concerns appropriately.
- Enforce campground rules, policies, quiet hours, campsite requirements, and seasonal camper agreements consistently and fairly.
- Address disruptive, unsafe, or inappropriate behavior in accordance with City policies and campground rules.
- Coordinate with law enforcement, emergency services, the Public Works Superintendent, or other City personnel when necessary.
- Promote and maintain a safe, welcoming, and family-friendly campground environment.

Programming, Marketing & Campground Development

- Develop and coordinate campground activities, programs, special events, and other opportunities to enhance the guest experience.
- Assist with campground marketing, communications, promotions, and other efforts to increase awareness and occupancy.
- Gather and evaluate guest feedback and recommend improvements to campground amenities, operations, policies, and services.
- Identify opportunities for additional campground revenue and enhanced customer service.
- Work with the Public Works Superintendent and City administration to identify and plan long-term campground improvements.

WORK SCHEDULE & AVAILABILITY

This position requires a minimum of 40 hours per week during the employment period. The work schedule will vary based on campground needs and will regularly include evenings, weekends, holidays, and peak camping periods.

Additional hours may be required based on operational needs, emergencies, special events, staffing needs, or other campground circumstances. This position is exempt from federal overtime requirements under the seasonal amusement or recreational establishment exemption.

The Campground Manager is expected to maintain a strong on-site presence during scheduled working hours and to be reasonably available to address campground operational issues and emergencies consistent with the position's assigned work schedule and City policies.

Living on-site is preferred but is not a condition of employment.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent.
- Experience in supervision, customer service, hospitality, parks and recreation, property management, facilities, maintenance, or a related field.
- Demonstrated ability to supervise employees and independently manage day-to-day operations.
- Strong customer-service and conflict-resolution skills.
- Demonstrated mechanical aptitude and general maintenance ability.
- Ability to safely operate lawn, grounds, and basic maintenance equipment.
- Ability to handle money, maintain accurate records, follow established budgets, and complete financial reconciliations.
- Ability to maintain confidentiality and appropriately handle sensitive employee, financial, and customer information.
- Basic computer skills and the ability to learn campground reservation, payment, and other City software systems.
- Strong organizational, communication, decision-making, and problem-solving skills.
- Ability to work independently, prioritize responsibilities, and exercise sound judgment.
- Valid driver's license and ability to maintain eligibility to operate City vehicles as required.

PREFERRED QUALIFICATIONS

- Previous campground, park, hospitality, recreation, property, or facility management experience.
- Previous supervisory experience.
- Experience managing budgets, cash receipts, reservations, or point-of-sale systems.
- Experience with groundskeeping, building maintenance, plumbing, electrical, mechanical, or related trades.
- CPR/First Aid certification or willingness to obtain certification.

PHYSICAL & WORKING CONDITIONS

This position requires significant outdoor work in varying weather conditions and temperatures.

The employee must be able to regularly move throughout the campground and park facilities; stand and walk for extended periods; bend, stoop, climb, reach, push, and pull; perform physical maintenance and groundskeeping duties; operate appropriate equipment; and lift and carry materials and equipment associated with campground operations.

The position may involve exposure to dirt, dust, noise, insects, inclement weather, uneven terrain, waterfront environments, cleaning products, and other conditions commonly associated with campground and grounds-maintenance operations.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

EMPLOYMENT CONDITIONS

This is a seasonal City of Hart position generally scheduled from April 1 through October 31 of each year.

The position is not eligible for health insurance, retirement, vacation, holiday pay, or other benefits provided to regular full-time City employees, except for earned sick time and other leave or employment protections provided by applicable law or City policy.

Seasonal employment does not create a guarantee or expectation of employment or reemployment for any subsequent season.

Employment is at will and may be terminated by either the employee or the City at any time, with or without cause or notice, subject to applicable law.

The Campground Manager is required to comply with all applicable City of Hart personnel policies, financial controls, purchasing procedures, safety requirements, campground rules and procedures, and other City policies.

MANAGEMENT EXPECTATION

The Campground Manager is entrusted with the day-to-day management and operation of John Gurney Park and Campground.

Successful performance in this position includes documenting and promptly reporting accidents, injuries, property damage, safety incidents, and other significant campground incidents in accordance with City policies and procedures; maintaining a clean, safe, attractive, and efficiently operated park; providing a high-quality guest experience; effectively supervising seasonal employees; complying with City policies and financial controls; responsibly managing City funds and resources; supporting campground occupancy and revenue goals; and maintaining professional relationships with campers, visitors, employees, City officials, and the public.

The duties listed in this job description are intended to describe the general nature and level of work performed. They are not intended to constitute an exhaustive list of all responsibilities, duties, or skills required. The City of Hart reserves the right to modify or assign duties as operational needs require.

HOW TO APPLY

Please submit a cover letter, resume and a completed employment application to:

**City of Hart
407 S State St
Hart, MI 49420**

Or email: lmcauliffe@cityofhart.org

➤ https://www.cityofhart.org/documents/Application_for_Employment_-_fillable_3D5mm.pdf