



LAKE HOUSE MANAGER

Position:	Lake House Manager
Department:	Lake House
Reports to:	Executive Director
Location:	Lake House
Status:	Full-Time, Exempt
Hourly Wage:	\$60,000-\$74,000 Annually

NATURE OF WORK:

Under the direction of the Executive Director, the Lake House Manager is responsible for the daily operational and administrative functions of the Evergreen Lake House including, but not limited to, event planning, community gatherings, project management, creating and maintaining a facility budget, seasonal offerings and programs, and general applicable marketing strategies designed to encourage facility growth while promoting community awareness.

ESSENTIAL FUNCTIONS:

- Oversight of all daily operations and seasonal activities as related to the Evergreen Lake House.
- Hiring, training, supervising, scheduling, and evaluating of all Lake House staff.
- Directly manages the Outdoor Recreation Specialist and Recreation Supervisor-Special Events positions.
- Assists in the assignment of workloads, develops staffing patterns, and allocates resources consistent with programming goals.
- Develops agendas and holds regularly scheduled Evergreen Lake House Staff Meetings.
- Manages and develops the Evergreen Lake House annual budget and provides consistent oversight on department revenue and expenditures.
- Adjusts building and rental use fees as dictated by the Evergreen Lake House budget.
- Responsible for overseeing the replacement, and purchase of Evergreen Lake House equipment and rentals.
- Oversees development and implementation of the Evergreen Lake House safety protocols and procedures.
- Manages employee time sheets, service requests, and incident/accident reports.
- Works closely with Grant staff and MarCom Supervisor in seeking outside funding opportunities, such as grant funding, sponsorships, Summer Concert Series fundraising, advertising and marketing.
- Leverages tools to accurately measure and report on marketing efforts as related to the Evergreen Lake House.
- Assists with the coordination and planning of outside Lake House events, including, but not limited to the Summer Concert Series, Skate the Lake, etc.
- Manages applicable relationships with appropriate vendors enabling more effective utilization and reporting.
- Assists with the utilization of media outlets to bolster the EPRD reputation and image within the Evergreen community as related to the Evergreen Lake House.
- Assists in the building and development of EPRD as a brand dedicated to quality and community improvement pursuant to the EPRD mission statement.
- Develops networking system with select community agencies, non-profits, foundations, and other partner organizations.
- Participates in designated task forces, committees, advisory boards, etc. as necessary to coordinate and enhance service to the community.
- Regularly interfaces with other District departments on internal processes such as coordination with



parks to ensure adequate resources and safety standards are available and met for the Evergreen Lake House.

- Must possess a highly defined focus towards both internal and external guest service.
- Other duties as assigned.

MANAGEMENT AND SUPERVISORY DUTIES:

- Daily supervision and development of all employees within jurisdiction of supervision.
- Recruit, select, hire, train, develop, discipline and dismiss (if necessary) assigned staff within parameters of responsibility.
- Manages the scheduling, and planning of all employee meetings.
- Conduct one on one meetings with staff members as applicable.
- Review and approve all entries in staff time database.
- Assist with the implementation of all EPRD policies and procedures in a timely manner as related to functional areas of responsibility.
- Attend EPRD District wide meetings.
- Responsible for following DOL rules and regulations

ILLUSTRATIVE EXAMPLES OF DUTIES:

- Assist in the development and analysis of data to measure effectiveness of client and target penetration while determining applicable trends as related to the Lake House.
- Develop new plans to measure lifetime value of current clients, missed client opportunities, service line penetration per market segment and provide analysis of these reports as applicable to the Lake House.
- Development and maintain policies and procedures designed to ensure the integrity off all acquired and accrued data.
- Oversee the procurement of supplies, including but not limited to, janitorial, office, and program supplies.
- Assist in the development, evaluation, design and management of work plans related to database projects in support of Lake House facility initiatives.
- Assist in the preparation of data analysis and data points relating to key area initiatives.
- Identify opportunities to leverage technology to improve processes and develop repeatable processes.
- Assist in the maintenance, management and control applicable budgets.
- Assist in maintaining consistent applicable relationships between all EPRD entities, ensuring accurate marketing information is distributed on a regular basis.
- Control daily operation of facility with set parameters of responsibility.
- Assist in the identification of potential safety/hazardous situations while working to resolve potential situations.
- Management of all safety trainings related to boating or skating staff each season as well as implementing a Risk Management Plan, allowing for a safe environment for employees and visitors.

SKILLS

- A strong attention to detail and accuracy
- Excellent written as well as oral communication skill.
- Fundamental management, administration, budgeting, purchasing, personnel, and financial skills necessary to effectively manage the Lake House facility and grounds.
- Administrative proficiency in a wide variety of practical applications.
- An acute sense of organization and excellent problem solving skills.
- A strong attention to professionalism.



- A creative vision and style as related to event planning and coordination.
- Extremely good time management skill with the ability to prioritize.
- A strong background in the field of event planning including, but not limited to, wedding and holiday planning.
- Ability to effectively manage a diverse staff consisting of various age, educational background and ethnicity.
- Must be highly motivated, organized and creative.
- The practical application of the principles of supervision, training and performance evaluation.
- A positive attitude consisting of a great deal of energy.
- Understanding and implementation of internal and external guest service.
- Ability to research and write grants specific to community special events and general operations.

KNOWLEDGE

- Thorough knowledge of modern principles, methods, practices and equipment relating to the functional areas of responsibility.
- A general knowledge of complex project management.
- A thorough knowledge of budgeting practices, methods and procedures.
- Knowledge of seasonal activities, including, but not limited to, ice skating and boating.
- Knowledge of budgeting practices, methods and procedures.
- Knowledge of risk management/safety issues relating to the functional areas of responsibility.
- Knowledge of general park/facility operations, including but not limited to, operational standard operating procedures.

ABILITIES

- Ability to plan, direct, supervises, and evaluates programs; assess overall district effectiveness in exercising its mission.
- Ability to establish and follow priorities.
- Ability to communicate effectively, both verbally and in writing, to a variety of audiences, including the district as a whole.
- Ability to input, obtain output, analyze and interpret data using computers and any applicable software.
- Ability to prepare clear, concise reports, studies, memorandums and statistics.
- Ability to establish and maintain effective working relationships with other employees, government officials, civic organizations, community agencies and the general public.
- Ability to delegate administrative tasks while maintaining creative control over applicable areas of responsibility.

REQUIRED TRAINING, EXPERIENCE AND QAULIFICATIONS

- A Bachelor's degree from an accredited university in Park and Recreation or related field. Field background should include areas as special/community events organization, recreation facilities and lake operations and marketing business background.
- A minimum of three (3) years Parks/Marketing/Business experience with a minimum of one (1) year in a supervisory role.
- A strong background in special event planning, community relations, grant writing, customer services.
- CPR/First Aid/Emergency Water certification or the ability to obtain said certification up to six (6) months following employment.

*Please note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.



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