



Resort Manager

Location: Devil's Backbone Adventure Resort

Reports To: Corporate Management / Ownership

Position Type: Full-Time | Salaried | Exempt

Position Overview

The Resort Manager is responsible for overseeing all aspects of daily resort operations, ensuring exceptional guest experience, efficient team performance, and monitoring the company's financial and operational performance. This role provides hands-on leadership across lodging, food & beverage, retail, housekeeping, maintenance, guest services, and administrative functions while upholding company policies, safety standards, and brand expectations.

The ideal candidate is highly organized, guest-focused, decisive, and comfortable leading a fast-paced, multi-department resort environment. Nights, weekends, and holidays may be required, particularly during peak seasons.

Key Responsibilities

Operational Leadership

- Oversee day-to-day operations of all resort departments, ensuring smooth, efficient, and guest-focused execution.
- Coordinate daily operations with housekeeping, maintenance, restaurants, reservations, and retail teams to ensure alignment and clear communication.
- Maintain high standards of cleanliness, functionality, and safety across cabins, RV sites, camping sites, common areas, offices, retail spaces, restaurants, and resort amenities.
- Conduct routine inspections to ensure compliance with safety, sanitation, and operational standards, including storage temperatures, expiration dates, and food quality controls.
- Ensure employees complete required safety training and consistently follow food safety and workplace safety procedures.
- Implement, enforce, and monitor adherence to resort policies, SOPs, safety procedures, and employee handbook standards.

Guest Experience

- Champion a welcoming, professional, and hospitality-driven resort culture.
- Monitor guest satisfaction scores, online reviews, complaints, and feedback; resolve escalated issues promptly and professionally.
- Ensure every guest interaction is consistent, friendly, solution-oriented, and aligned with resort standards.

Team Management & Leadership

- Recruit, train, supervise, and mentor staff across multiple departments.
 - Conduct performance evaluations, provide coaching, and address disciplinary matters in accordance with company policies.
 - Review staffing schedules to ensure proper coverage while balancing guest demand and labor efficiency.
 - Track departmental tasks and confirm supervisors and their team are completing assigned responsibilities accurately and on time.
 - Lead staff meetings and promote accountability, teamwork, and continuous improvement.
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Financial & Administrative Oversight

- Assist with budgeting, payroll review, revenue tracking, and cost-control initiatives.
 - Ensure accurate daily reporting from all departments, including food & beverage and retail operations.
 - Monitor inventory levels, supply usage, and purchasing to ensure compliance with company procedures.
 - Regularly empty and account for laundromat and ATV wash station machines.
 - Ensure cash deposits are verified against reports for accuracy and deposited to the bank in a timely manner.
 - Maintain organized, accurate filing of all operational documents and receipts.
 - Submit receipts promptly to the accounting department in accordance with company timelines and procedures.
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Property & Facilities Management

- Work closely with maintenance teams to ensure proactive upkeep of buildings, utilities, equipment, and grounds.
 - Coordinate with contractors, vendors, and service providers, including pest control and specialty services, as needed.
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Marketing & Guest Engagement

- Route all media inquiries to the corporate office.
 - Submit photos and videos of the resort for marketing and social media use.
 - Represent the resort professionally during tours, partnerships, and public interactions.
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Qualifications & Skills

- High school diploma required; two or four-year degree in hospitality, resort, or hotel management preferred.
 - Proven leadership experience in hospitality, resort, hotel, or multi-unit operations.
 - Strong multi-tasking, organizational, problem-solving, and decision-making skills.
 - Excellent communication, time management, and interpersonal abilities.
 - Ability to lead teams with professionalism, manage conflict, and maintain high service standards.
 - Comfortable working flexible hours, including nights, weekends, and holidays.
 - Working knowledge of common resort and hospitality technologies, including property management systems (PMS), point-of-sale (POS) systems, scheduling and timekeeping software, Microsoft Office, Microsoft Excel, and basic accounting platforms (QuickBooks), with strong attention to accuracy and data organization
 - Ability to troubleshoot basic IT and technology issues and coordinate with vendors or corporate support for system outages, upgrades, or technical concerns.
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Work Environment

- Resort, lodging, food & beverage, and outdoor hospitality settings.
 - Fast-paced, hands-on leadership role with seasonal workload fluctuations.
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Compensation & Benefits

- **Salary:** Salaried position; compensation is based on education, experience, and demonstrated leadership ability.
- **Bonus:** Eligibility for performance-based bonuses tied to operational, financial, and guest satisfaction goals.
- **Insurance:** Health, vision, and dental insurance benefits available.
- **Paid Time Off:** Vacation time and paid holidays in accordance with company policy.