

Job Title

Campground Manager (Seasonal)

Mountain Shadows Campground – Sparwood, BC

Reports To

Sparwood Futures Society Board

Position Summary

The Campground Manager is responsible for the overall day-to-day operation of Mountain Shadows Campground. This role ensures a safe, welcoming, and well-maintained campground experience for campers while overseeing staff, finances, vendor relationships, tourism promotion, and compliance with WorkSafeBC standards. The Manager acts as the primary point of contact between the campground and the Sparwood Futures Society Board.

Key Responsibilities

Guest Services & Campground Operations

- Manage campsite bookings, cancellations, and guest inquiries using the campground reservation system (currently DigiRez)
- Greet and assist campers in a friendly, professional, and welcoming manner
- Resolve camper concerns, complaints, or issues promptly and respectfully
- Troubleshoot campground operational issues as they arise

Tourism & Community Engagement

- Promote Mountain Shadows Campground as a welcoming tourist destination
- Communicate with local businesses, restaurants, and service providers to gather:
 - Take-out and restaurant menus
 - Information on local attractions, events, and activities
 - Things to do in Sparwood and the surrounding area
- Maintain and update tourist information displays and handouts in the campground office
- Provide visitors with knowledgeable recommendations to enhance their stay and encourage exploration of the community

Financial & Retail Management

- Balance daily cash, prepare deposits, and ensure secure handling of all funds
- Maintain accurate financial records related to campground operations
- Ensure the campground retail section is stocked, organized, and presentable
- Monitor inventory levels and coordinate reordering as required

Staff Supervision & Scheduling

- Supervise campground staff, including office staff and seasonal workers
- Delegate daily tasks and responsibilities clearly and effectively
- Proactively assign duties when staff are idle to ensure productivity
- Manage, mentor, and provide guidance to staff to maintain a positive work environment
- Schedule effectively and manage payroll budget
- Track staff hours accurately and submit payroll bi-weekly

Supervision of Firewood & Grounds Crew

- Oversee the seasonal Firewood & Grounds Attendants
- Assign tasks such as wood cutting, stacking, delivery, grounds maintenance, and general labour
- Ensure work is completed safely, efficiently, and to campground standards

Equipment, Tools & Asset Management

- Ensure all campground tools and equipment are maintained in safe, good working condition
- Oversee regular inspection, cleaning, and basic maintenance of tools, including chainsaws, wood splitters, weed wackers, and utility vehicles (Gator)
- Ensure tools are stored securely and appropriately when not in use
- Confirm that only trained and authorized staff operate powered equipment
- Remove unsafe or malfunctioning equipment from service until repaired or replaced
- Coordinate repairs, servicing, or replacement of tools and equipment as required
- Maintain records or checklists related to equipment maintenance and safety inspections

Vendor & Contractor Liaison

- Act as the main contact for vendors and service providers, including:
 - Ice and ice cream suppliers
 - Sewer and waste services
 - Contractors and maintenance providers
- Schedule services, monitor performance, and address service issues as needed

Maintenance & Cleaning

- Perform and oversee cleaning of campground bathrooms and common areas as required
- Identify maintenance needs and either complete minor repairs or coordinate contractors
- Ensure campground facilities are clean, safe, and operational at all times

Health, Safety & Compliance

- Ensure all staff complete required WorkSafeBC training
- Maintain compliance with WorkSafeBC standards and campground safety procedures
- Promote a safe working environment for staff and visitors

Administration & Reporting

- Report to the Sparwood Futures Society Board (in advance of the monthly meeting) on campground operations, occupancy, and sales reports
- Provide updates on staffing, finances, tourism activity, maintenance issues, and overall performance
- Maintain organized records related to staff, payroll, vendors, and operations

Qualifications & Skills

- Strong organizational and leadership skills
- Excellent customer service and communication abilities
- Knowledge of or interest in tourism and community promotion
- Experience handling cash, deposits, and basic financial tracking
- Ability to manage multiple tasks in a fast-paced, seasonal environment
- Comfortable supervising staff of varying ages and experience levels
- Basic maintenance, troubleshooting, and problem-solving skills
- Knowledge of or willingness to learn WorkSafeBC requirements
- Ability to work flexible hours, including weekends and holidays
- Hold a valid BC driver's license