

## **GROUP MANAGER**

January 2020

### ***Responsible to:***

Executive Director & Associate Director of Group Rentals

### ***Position Purpose:***

Cape Cod Sea Camps hosts roughly 80 different user groups during the Spring and Fall "shoulder seasons" on our facility. These groups include overnight school class trips, weekend retreats, sports camps, single day events & catered venues. Manager will lead and work with the CCSC team in operation of the site rental business for the company through the development and management of program, human resource, and facility management, financial, marketing, sales and strategic operations. This position will be responsible for daily site management and supervision, administrative duties and assist with off season sales and marketing campaigns. We are looking for someone who works well on a team, is a strong self-starter who can motivate others, takes positive initiatives and communicates well. A positive attribute for any candidate would be a good understanding of our current business culture.

### ***Responsibilities:***

- General
  - Customer service focused staff liaison and administrator of users groups on Cape Cod Sea Camps property
  - Must be able to work weekends, late evenings, early mornings and flexible hours depending on groups that are using the facility and as needed
  - Full time, 40+ hour work week at times, flexibility during winter months
    - Group Season is April – June and Aug – Oct for customers using CCSC property
  - Participate in weekly staff meetings and serves as a resource for other staff as needed regarding user groups
  - Attend and be involved in community organizations and local networking functions
  - Handles other duties determined by Associate Director of Groups and/or Executive Director
- Facility Management
  - Serves as “on call manager” during the Group Season
  - Coordinate in hiring, interviewing and scheduling of Group Hosts, Lifeguards & other support staff as necessary
  - Assist & coordinate in prepping and shutting down of Group areas, recreation spaces, cabin checks, etc. for “group seasons”
  - Management of facility day use, single events and special functions
  - Management and administration of groups on campus in coordination with kitchen, maintenance, laundry and office staff
  - Management & supervision of Group Hosts and hired lifeguards
    - Filling in as a Host when and where necessary
- Administrative
  - Serves as initial point of contact for all user group inquiries
  - Maintains the calendar of camp rentals to ensure accurate availability for user groups
  - CampBrain database management
    - Scheduling cabin use, meals & facility reservations
    - Invoices & billing
    - Auditing of reservations & billing
  - Answering phone calls & follow up of voicemails
  - Email contracts, confirmations, and other correspondence
  - Keep comparative business statistics updated

- Coordinate & lead tours for prospective and current clients
- Sales & Marketing
  - Promotion of Cape Cod Sea Camps rental to educational, retreat, sports groups, single events & function space
  - Phone calls, both cold calling prospects & answering general inquiries
  - Assist with direct email marketing to prospective clients
  - Assist with Constant Contact newsletters
  - Assist and attend as an exhibitor at select Group Conferences
  - Assist and help organize direct mail campaigns
  - Assist in developing new prospect lists & customers
  - Assist in developing new brochures and other marketing materials
  - Attend networking & promotional events

\*\* Duties may not be limited to what is written in job description, responsibilities may be reassigned and other duties may be assigned as required.

\*\* Salary will be based on experience and specific skill sets

***Minimum Qualifications: Education, Knowledge, Training and Work Experience***

- Mature, capable, good character, integrity and adaptability, enthusiasm, sense of humor, patience and self-control.
- Desire and ability to work in a setting, which primarily serves children and youth.
- Experience managing others
- Current CPR and First Aid certificates preferred.
- Experience in basic office procedures and equipment (i.e. computer, filing, telephone, equipment, etc.)
- College degree preferred.
- Must have basic working knowledge of sales, reservations and accounting procedures.
- Must have excellent verbal and written communication skills.
- Must have excellent interpersonal and team building skills; must be able to work well in a team environment, accept guidance and supervision.
- Must be able to take initiative and self-manage projects
- Must be service oriented.
- Must be able to work flexible hours and days.
- Must be able to perform manual labor and lift up to 50lbs
- Current driver's license and able to safely operate vehicles and machinery