



WOLFE'S NECK CENTER FOR AGRICULTURE & THE ENVIRONMENT

Job Posting

Campground/Visitor Services Manager

Position Summary

A pioneer in sustainable agriculture since the 1980s and operating for decades as Wolfe's Neck Farm, Wolfe's Neck Center for Agriculture & the Environment (WNC) is a Maine-based nonprofit agricultural, education and research center. Close to the greater Portland metro area and set on 626 acres of incredible beauty, WNC consists of a diversified working farm, as well as an oceanfront campground, miles of hiking trails and other outdoor recreational opportunities on the forest, marsh, pasture lands, and coastline. Our programs make full use of this unique mix of ecological systems and focus on connecting people of all ages to sustainable and regenerative agriculture.

For over 50 years, our award-winning campground has welcomed happy campers from all over the world to our 626 acres and four miles of oceanfront at Wolfe's Neck Center. Visitors to Wolfe's Neck Center can choose from one of 150 sites, 3 cabins or several comfort camping sites for their overnight stay and also have the opportunity to rent a bike and/or kayak, enjoy a meal at the Farm Café and peruse the Farm Store where they'll find local products, WNC meats and produce and other value-added products to help create an enjoyable experience while supporting our mission.

Wolfe's Neck Center is seeking an experienced, organized, creative and energetic candidate to serve as our Campground and Visitor Services Manager. This full-time, year-round position reports to the Director of Visitor Services and works closely with staff across the organization to ensure that the camping and visitor experience at Wolfe's Neck Center is safe, fun, educational, and memorable.

Primary Responsibilities

- Provide overall management and coordination of all Visitor Services functions including 150-site campground, cabins, rentals, and farm store. Position specifically oversees Office/Reservations, Farm/Camp Store, Housekeeping functions and security.
- Recruit, hire, train, supervise and support a qualified, engaging, and diverse Visitor Services staff. Evaluate and develop staffing plans to meet operational needs for all Visitor Services enterprises. Create a cooperative, harmonious work environment where staff are respected, informed and appreciated for their participation in the delivery of visitor services and accomplishing our mission
- Maintain working knowledge of best practices in the camping industry as they relate to safety, sustainability, technology, and the visitor experience
- Evaluate and manage software for campground reservations and other Visitor Services enterprises
- Interact with prospective visitors during the inquiry/reservations process all the way through post-visit surveys, ensuring effective communications at each step of the way
- Develop and manage the Visitor Services budget, currently \$1,000,000 annually. Ensure effective monitoring, controls and reporting of daily and weekly financials during the operating season

- Oversee systems for all rental equipment enterprises and develop and maintain procedures for the safe and effective rental, use and maintenance of WNC's fleet of rental equipment (kayaks, canoes, PFD's, paddles, bicycles and helmets)

Skills and Qualifications

- Minimum of three to five years in a management role in a campground, hospitality setting and or visitor center role or related organization/business
- B.S./B.A. in Hospitality, Recreation Management, or a related field, desired but not required
- A demonstrated commitment to delivering high-quality visitor experiences
- Clear, demonstrated track record in hiring, training, motivating, and supporting high quality staff
- Experience in managing/growing revenue-generating programs, managing to budget, and oversee daily financial management in coordination with the finance team
- Ability to work collaboratively as a member of a high functioning team and develop effective working relationships with people from a variety of backgrounds
- Strong interpersonal skills and public communication abilities, including excellent customer service and management ability with a diverse workforce
- Strong organizational abilities, time management skills and ability to effectively plan ahead across the operating season, and to prioritize and manage multiple projects
- Energetic, dynamic and engaging personality
- Ability to deal with high levels of autonomy, and ability to be flexible to the changing needs of a vibrant and growing, entrepreneurial organization, and to work well under pressure
- Must be able to balance a variable work schedule, which includes weekends and holidays

Compensation

The Campground/Visitor Services Manager is a full-time, year-round position. Salary range is \$44,000 - \$52,000 annually. As a full-time employee, this position is eligible for benefits offered by Wolfe's Neck Center, including: health insurance, dental insurance, paid vacation and holidays and our retirement savings plan.

To Apply

Please email a cover letter and resume to jobs@wolfesneck.org with **Campground Programs** as the subject line. In the interest of reducing waste, please do not mail a hard copy of your materials. Interested applicants are encouraged to apply ASAP. This position will be posted until it is filled but application materials received by Nov 4th will be given preference. No phone calls please. Position posted 10/7/21.

Wolfe's Neck Center is an Equal Opportunity Employer and values diversity in the workplace.