

## LODGE MANAGER JOB DESCRIPTION

### Organization Summary:

Earthshine Lodge is a mountaintop getaway offering extraordinary experiences through retreats, outdoor education, family / friend getaways, and adventure programs. The programs and retreat opportunities offered at Earthshine Lodge are unique learning experiences and the center's environment is an equally important part of the customer experience. Our customers appreciate the ability to get away from it all to a secluded mountain top oasis with picturesque views and acres of forest to explore.



Earthshine Lodge offers programs year-round. Most of the year, we operate as a retreat and outdoor education center for groups and in the summer months, we open as a lodge for summer vacation stays. Throughout the school year, Earthshine Lodge offers Outdoor Education field trips (predominantly 2 night-3 day experiences) that focus on NC history, natural / environmental science, team building, and adventure. Earthshine Lodge is also a destination for a range of retreats, reunions, and events including family reunions, weddings, and community gatherings.

### Overview of the Lodge Manager Role:

The Lodge Manager role is multifaceted with **oversight of on-site operations** and **helping to market and build the business**. This position works collaboratively with the Owners of Earthshine Lodge to **manage, maintain, and operate the facilities and activities** on the mountaintop.

### **Primary roles and responsibilities include:**

#### *Leadership*

- Managing the day-to-day operations of Earthshine Lodge.
- Collaborating with the leadership team in addressing and implementing strategies to drive the vision for the future of Earthshine Lodge, meet goals, and develop the business.
- Providing staff oversight, coordination, and mentorship as well as supporting staff development.
- Collaborating with the owners to actively develop a culture that reflects and supports the company's values.
- Setting a positive example of the Earthshine mission for guests, staff members, and the local community.

#### *Sales & Marketing*

- Working with the management team on developing and implementing sales and marketing plans for the business.
- Working towards sales goals\* for all revenue streams for Earthshine Lodge (\*see sales and contract administration bonus under compensation).

### *Facility Operations and Safety*

- Ensuring the smooth operation and maintenance of the Earthshine Lodge property, facilities, systems, and resources.
- Overseeing long-term facility and property management, planning, and project implementation.
- Developing, maintaining, and implementing risk management protocols.
- Supporting ongoing effort to control business costs and expenditures.
- Ensuring that the lodge, cottage, and grounds are welcoming and clean for the best guest experience.

### *Staff Development and Management*

- Collaborating with the leadership team on staff hiring, training, and ongoing development.
- Supervising on-site staff and managing staff schedules in conjunction with the Management Team and Administrative Coordinator.

### **Secondary roles and responsibilities include (and are not limited to):**

- Providing hospitality assistance and interaction with guests and groups as the face of Earthshine Lodge.
- Being the *administrator on duty* at designated times and occasionally being on call with the emergency guest phone as needed
- Looking for opportunities to continuously improve upon the Earthshine experience.
- Being prepared to step in and fill staffing gaps if / when needed.

**Accountabilities:** This role is part of the Earthshine Lodge leadership team and reports directly to the Owners/ Directors.

### **Compensation:**

This is a full-time, salaried position for 12 months out of the year.

Base salary range \$45,000 - 50,000 annually (plus bonuses)

**\*Exclusive Use Sales and Administration Bonuses - sales bonuses available based on Lodge Manager's involvement in the sale and on site administration.**

\*\*Additional bonus opportunities

### **Benefits:**

- Paid vacation time - 10 days (based on approval of Owners/Directors), ideally outside of peak season dates.
- Funds for professional growth and development that supports the Earthshine mission.
- Meals provided when the chef is on site to cook for guests.
- An adventure-friendly employer - we encourage staff to take time to enjoy the outdoors, travel, adventure (whatever that looks like for each individual).
- Collaborative work environment with a growing team of passionate employees.
- Opportunities to grow the business and your leadership.
- Working in a beautiful setting - a mountaintop property, bordering Pisgah National Forest, with miles of scenic views.
- All positions qualify to participate in our growing gear discount program.