

Job ID: RV Park Maintenance Manager

Business: RJourney, LLC

RJourney, LLC is looking for an RV Park Maintenance Manager who will be critical to guest satisfaction, overall positive and memorable environment at RJourney, LLC parks. This role will be responsible for executing the park's management processes and systems, while working alongside the entire RV Park Team to improve and smoothly operate the park.

Responsibilities

- Ensure that all facility grounds are pristinely maintained providing all guests and customers with a welcoming experience.
- Communicate with upper management and maintenance department regarding any repairs needed on the facility grounds. This includes maintaining records of all repairs performed.
- Process transactions accurately through a point-of-sale system (POS register), count money, make change, and process credit card transactions
- Take ownership during emergency situations
- Adaptability to the fluctuating needs of our operations
- Display teamwork ensuring all tasks are completed
- Proactively engage with guests by addressing needs, answering questions, giving directions and other information in a professional manner, escalate to management when necessary
- Working with the Training Director ensure completion of all training certifications
- Maintain a proactive stance on the safety standards and operations of the park
- Provide accurate data for deposit collection
- Maintain all water features on facility grounds
- Resiliency and excellent problem-solving skills
- An ambitious and detail-orientated approach
- Excellent telephone etiquette skills and capability to share communication across team to ensure everyone understands updates, priorities, and appropriate course of escalation
- Operate a SmartPhone/ tablet device to access assignments and submit work orders
- Maintain safety while operating vehicles
- Reporting to Upper Management, Maintenance Department, and Facility Manager

Basic Qualifications

- Must be at least 18 years of age to be considered for this role
- Prolonged standing during peak operational hours to include indoor and outdoor settings
- Physical role requiring heavy lifting, pushing, pulling, bending, twisting, and kneeling
- Sound judgment and decision-making skills
- Strong written and interpersonal communications skills
- Safely handle cleaning chemicals and supplies
- Additional Personal Protective Equipment (face shields, goggles, refillable hand sanitizers, etc.) may be required.

- Full-Time requires full availability for any shift.
- Experience with RV pads, towers, water lines, and sewer
- Landscaping experience
- 2 or more years' experience in customer service with experience in managing guest experiences.
- High proficiency working with computer applications and learning new software applications
- Must be able to pass background check

Preferred Qualifications

- Bilingual
- Propane Certification
- CPR/AED/First Aide Certification
- Computer proficiency
- Experience operating heavy machinery and tool knowledge

Employee Perks:

- Employer supported health benefits options for full-time employees including sick leave
- The potential to move all over the United States to our many RV Parks!
- To join a team of individuals who care about your success and have the desire to create a unique, productive, and fun work environment.
- The opportunity to envision and establish your dream role within a rapidly growing company in an industry that is ever-changing, and exciting!