

**MAKAH TRIBE
POSITION DESCRIPTION**

Job Title: Assistant Manager (Cape Resort/Hobuck)

| | |
|--|-------------------------------------|
| EXEMPT: No | JOB CODE: 3-SS T3 |
| TARGET SALARY: \$15.68 to \$18.45/DOQ | SHIFT: Flex |
| PROGRAM: Business Enterprise | LOCATION: Cape/Hobuck Resort |
| REPORTS: Manager (Hobuck Beach/Cape Resort) | |

SUMMARY: Assist in the daily management of The Cape/Hobuck Resort including, scheduling staff, maintaining and scheduling the use of the cabins, RV sites and a tent camping areas, responsible for financial performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Ensure campsites and fire pits are cleaned as needed, maintain the grounds by mowing, trimming and removal of waste; keep cabins clean and attractive in appearance inside and outside.

Ensure maintenance is scheduled on a routine basis and shall be defined to include but not limited to cleaning cabins including vacuuming and mopping floors and scouring bathroom facilities after each use, cleaning appliances on a regular basis, laundering, washing windows on at least a monthly basis. Cabin maintenance will include scheduled and as needed duties such as painting, staining, appliance repair and replacement, window and screen repair and replacement, caulking interior and exterior joints, and pest control. Major maintenance will be coordinated with Assets Maintenance.

Ensure the front desk staff are greeting and registering customers and guests within the established registration process; collecting payments and prepare deposits of payments to be entered into a Cash Ending Report daily and proceeds deposited in a "drop" facility at the Neah Bay Police Department in accordance with established policies and procedures.

Ensure customer complaints are resolved immediately when possible and addressed appropriately. Complaints should be documented and passed on to supervisor.

Ensure rules and regulations for campground safety are current and all staff are trained on how to handle issues with individuals who fail to comply with the rules and regulations; each camper or cabin tenant is given a copy of the Rules and Regulations and they are also posted in public places within the resort properties.

Assist in maintaining a complete inventory of all facilities, equipment and supplies and provide reports to the Manager (Hobuck Beach/Cape Resort) as requested/required.

Assist with the on-going business activities including; financial performance, revenues, costs profits and asset management; purchasing, marketing, promotions and making operational and budget adjustments as needed.

Assist in the management for all resort events, including contract, security, set-up, liaison and close-out.

Assist to grow the resorts revenue, activities, retail sales, and job opportunities.

May serve as the Acting Manager (Hobuck Beach/Cape Resort).

QUALIFICATIONS

High school diploma or general education degree (GED).

Associate's degree (A. A.) or equivalent from two-year college or technical school; or one year related experience and/or training; or equivalent combination of education and experience.

Minimum of two year supervisory experience.

SUPERVISORY RESPONSIBILITIES:

Directly supervises up to 6 employees in the program. Carries out supervisory responsibilities in accordance with organization's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

LANGUAGE SKILLS:

Ability to read and interpret technical documents and procedure manuals, write reports, correspondence, maintain schedules, prepare billing documents and related work in a reasonable amount of time. Ability to speak effectively.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts; apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to accurately measure objects.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions in mathematical or diagram form and deal with abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have a valid Washington State Drivers license and insurable. Will be required to drive a Tribal/GSA vehicle to perform some job duties. A driving history/background check will be conducted on the applicant.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

Must be bondable.

OTHER SKILLS AND ABILITIES:

Must have working competence in computer applications and be able to use major computer software, especially word processing, spreadsheets, calendars, and other programs.

Must have the ability to be trained on operating and maintaining online reservation software.

Must be customer-service oriented.

Ability to establish and maintain effective working relationships with staff, public, other agencies, vendors/suppliers and the general public and must be able to handle difficult customers.

Must have the ability to effectively interact with all levels of diverse work-force and clientele via telephone and personal contact, in a courteous, helpful and effective manner, contributing to a positive work environment.

Must have the ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing, and prioritizing work, to meet deadlines, and ensure accuracy in completing work.

Knowledge of tribal procedures and ability to perform work and accomplish tasks in accordance with established policies and procedures, practices, and priorities, of the office and Tribal organization.

Ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary, and to work independently.

Ability to exercise independent judgment in evaluating situations and making decisions.

Must have excellent organizational skills.

Ability to maintain confidentiality of records and information pertinent to the nature of the work.

Ability to work extended hours as needed.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

PHYSICAL DEMANDS

This is a physically demanding job must be able to lift at least 75 pounds, have good vision and hearing and be well coordinated, able to bend, lift, and have demonstrated physical agility associated with the requirements of the job. The job requires a great deal of mobility, the individual being on their feet and moving about at least 80 percent of the time.

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions. The noise level in the work environment is often very loud. Some duties require working in an office environment.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential task demands at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

HAZARDS

Potential contact with dissatisfied or abusive customers.

SPECIAL WORK SCHEDULE:

This is a full-time Flex position, it is not a 8:00 a.m. to 5:00 p.m. Monday - Friday, it will work shifts, evenings and weekends, holidays as well as some weekday hours, Schedule to be determined by the Manager (Hobuck/Cape) .

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council

OPEN: March 10, 2020

Human Resources
P.O. Box 115
71 Makah Bay Drive
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: katherine.thompson@makah.com

CLOSE: April 6, 2020

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.