

**SHADOWCLIFF
GENERAL MANAGER
POSITION DESCRIPTION**

JOB TITLE: General Manager

REPORTS TO: Executive Director

STATUS: This is a full-time position for the seasonal term of the employment. The General Manager serves from the middle of May through Closing, usually the last week of September or first week of October. The General Manager may be a shared position, wherein two Managers divide the responsibilities according to their interests, skills, and availability, in coordination with the Executive Director. It is also possible that the General Manager(s) could, by mutual agreement, assume certain additional responsibilities in the off-season.

Summary

The primary purpose and function of this position is to serve as the on-site day to day Manager of Shadowcliff Mountain Lodge, a 501c3 not-for-profit organization. This includes, but is not limited to, the front office operations, guest registration and hospitality, individual reservations, facility oversight, supervision and scheduling of all staff (rotating staff, chef, maintenance, assistant manager), and additional functions as may be required, while upholding the mission of “an eco-friendly mountain sanctuary where together we are creating a climate for a restorative world.”

Essential Functions

- I. Develop and express in the everyday life of Shadowcliff an understanding and demonstration of our mission as an eco-friendly mountain lodge that nurtures, models and teaches the principles of sustainability while providing a safe place for personal and community retreat and renewal.
- II. Train, supervise, schedule, and coordinate the activities and duties of a staff approximately 10-15 people in size, and volunteers as needed, pertaining to all housekeeping, maintenance, kitchen, office registration, reservation, and hospitality services in a manner consistent with Shadowcliff’s mission and policies.
- III. Schedule and train rotating staff and volunteers in matters related to housekeeping, office functions, kitchen support, maintenance and other tasks.
- IV. Primarily responsible for hiring staff when vacancies occur during the Shadowcliff season.
- V. Maintain an inventory of office and housekeeping supplies, including paper goods and laundry supplies.
- VI. Develop and maintain staff scheduling and rotation in a manner that meets the needs

- of the Shadowcliff guests and the best interest of staff in a fair and equitable manner.
- VII. Work cooperatively with the Assistant Manager to maintain regular days off for the management teams as well as the staff.
 - VIII. Work with and oversee the Assistant Manager in day-to-day functions consistent with Shadowcliff's mission.
 - IX. Work with and oversee the Chef in all kitchen functions consistent with Shadowcliff's Compassionate Kitchen and food policies.
 - X. Work with and oversee the maintenance staff with regard to care and support of Shadowcliff's facilities.
 - XI. Maintain regular, timely communication with the Executive Director, as determined by the Executive Director.
 - XII. Work cooperatively with the Board designated Volunteer Coordinator.
 - XIII. Work cooperatively with Shadowcliff's Board Committees, as may from time be directed by the Executive Director (or in the absence of the Executive Director, by the Board Chair).
 - XIV. Oversee the operation of Shadowcliff's office, including reception, guest registration, reservations, our on-line reservation system, and payments, in a consistent manner.
 - a. The limited number of Shadowcliff staff require that the Manager(s) be physically present in the office a minimum number of hours each week, which shall be broadly established with the agreement of the Executive Director/Board designee, but implemented in the best judgment of the Manager(s).
 - b. Manager shall schedule and oversee weekly staff meetings during the season.
 - XV. Promotes establishment and nurturing of relationships that help further Shadowcliff's mission, including those with neighborhoods, volunteers, the business community, funders, and the religious community.
 - XVI. Communicate with Assistant Manager about, and sufficiently understand, Shadowcliff's Online Quick Book accounts. Assistant Manager will have primary oversight.

Knowledge and Background Requirements

- ◆ Computer efficiency.
- ◆ Minimum of three years management/supervisory experience, including the related administration and personnel experience with both young and older staff.
- ◆ A history of broad-based community activity and participation.
- ◆ A professional attitude and appearance, and the ability to motivate and manage staff effectively.
- ◆ Appreciation of the natural world and preferably a love for Shadowcliff, and the surrounding community.
- ◆ The ideal candidate will possess an understanding of sustainability and an excitement for fostering both the eco-lodge aspect of Shadowcliff.
- ◆ Ability to honor Shadowcliff's core policies, including the no smoking policy anywhere on the property (inside or out).

Positions Supervised: All seasonal staff

Critical Job Elements

- Extended work hours sometimes required.
- Above average conceptual and analytical skills, and the ability for intense concentration required.
- Ability to make decisions under time pressure.
- Above average verbal, written, and non-verbal communication skills.
- Ability to climb stairs and walk more than a mile.
- A style or personal presence that supports the important welcoming and hospitality functions in the service to our staff and guests.
- Valid driver's license and willingness to use personal car.
- Preference will be given to applicants interested in creating a long-term position over several seasons.

Compensation

The Shadowcliff General Manager will be compensated with room, board, regular days off, and a \$15,000 salary.

www.Shadowcliff.org