

Who we are:

The Department of Environment and Conservation exists to enhance the quality of life for citizens of Tennessee and to be stewards of our natural environment.

We foster a work environment that's inclusive as well as diverse, where our people can be themselves. Every idea and perspective are valued so that our culture reflects the people we serve.

Our Department is committed to providing a cleaner, safer environment that goes hand-in-hand with economic prosperity and increased quality of life in Tennessee. We deliver on our mission by managing regulatory programs that maintain air, water, and soil quality standards while assisting businesses and communities in areas ranging from recreation to waste management. We manage the state park system and programs to inventory, interpret, and protect Tennessee's rich natural, historical, and archaeological heritage.

About the Tennessee State Parks:

From its beginning in 1937, Tennessee State Parks were established to protect and preserve Tennessee's unique natural, cultural, and historic resources. The public interest has also been served by a variety of benefits for citizens and communities produced by our state park system, promoting stronger communities and healthier citizens across the state through diverse resource-based recreation while conserving the natural environment for today and tomorrow – preserving authentic Tennessee places and spaces for future generations to enjoy. As stewards of the resources in our parks, we seek to manage Tennessee's state parks to preserve and protect valued resources and provide a balance of services and benefits for the enjoyment of the people.



TSP Front Desk Supervisor Paris Landing State Park Lodge Annual Salary \$37,800

Our Tennessee State Parks are among the most beautiful in the United States. We have an outstanding opportunity in a beautiful work environment to provide guest assistance with the day-to-day lodge and cabin room operations. Paris Landing State Park Lodge in Buchanan, TN, is a preferred destination for business meetings and conferences and a vacation destination for families.

This position is responsible for performing the daily requirements associated with the front desk duties at the Paris Landing State Park Lodge. The preferred candidate will have knowledge and experience as a hotel front desk employee, working with property management systems for reservations, and experience working with groups in a hospitality environment. Education equivalent to a High School diploma or similar education, plus two years of experience in a guest services role, preferably as a hotel front desk associate is preferred. The position requires work on weekends and holidays on a rotating basis. Candidates must meet the minimum qualifications (MQs) for this position. For MQs and how to apply, please visit <http://www.tn.gov/careers>.

Highlighted Responsibilities:

- Responsible for leading and assisting completion of daily shift requirements for the front desk operations for the Lodge.
- Manage lodging accommodations using approved property management systems and cabin accommodations through Initio or approved point-of-sale system.
- Prepare shift schedules for front desk employees based on projected occupancy levels to best manage overtime.
- Lead training of the front desk staff to successfully perform front office operation duties.
- Perform front desk associate and night clerk duties when necessary.
- Work with sales department to maximize revenue.
- Ensure guest satisfaction by successfully resolving disputes and guest complaints or concerns.
- Supervise, train and evaluate staff in their job performances.
- Help Lodge and Park guests with directions and explanation of local and Park attractions.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status, or any other category protected by state and/or federal civil rights laws.