

## 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.

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 through managing regulatory programs that maintain standards for air, water and soil quality while providing assistance to 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 the unique natural, cultural, and historic resources of Tennessee. 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 in order to preserve and protect valued resources and to provide a balance of services and benefits for the enjoyment of the people.

## Mission Statement:

To provide professional, effective management and stewardship of the park and all its resources; present compelling interpretation of the park's story and resources; provide opportunities for safe enjoyable outdoor and recreational experiences to all park visitor; provide a safe and inspiring workplace for all park employees and volunteers; manage all park operations to be as efficient and cost effective as possible; and to partner with local community leaders to bring a positive economic impact to the area surrounding the park.



## Tennessee State Parks and Conservation (TSP) Room Operations Manager Paris Landing State Park Annual Starting Salary: \$38,748

Our Tennessee State Parks are among the most beautiful parks in the United States. We have an outstanding leadership opportunity to work in a beautiful work environment and provide oversight of the daily Lodge operations, to include service quality, operational efficiency, guest satisfaction, standards compliance revenue generation, and financial measurements. Paris Landing State Park in Buchanan, TN is a preferred destination for meetings and conferences as well as a vacation and camping destination for families.

We are seeking candidates who have a proven track record of creating a positive work culture and enjoy building effective teams to provide outstanding customer service to guests of the lodge and cabin operations. Preferred candidates will have a bachelor's degree plus six years of experience in a full service hotel or resort with at least two years in rooms operations and some experience in dining and banquet operations. Additional years of experience can substitute on a year-for-year basis for the degree. The ideal candidate will have a strong history of increasing guest satisfaction in a hotel or resort setting. To apply for this Executive Service position: <https://www.tn.gov/careers>.

## Highlighted Responsibilities:

- Lead, direct, and manage daily Lodge operations including budgeting and forecasting, strategic planning, implementation and compliance with all TDEC and TSP policies and standards. Respond to guest inquiries and resolve concerns.
- Ensure efficient, and profitable functioning of the Lodge's day-to-day operations to include labor, productivity, and revenue generation.
- Manage lodge room accommodations, cabin accommodations, conference reservations using the appropriate tracking systems.
- Communicate with staff across all departments to ensure every area of the operation delivers excellent customer service.
- Work in a hands on capacity, assisting in all areas of the Lodge operation as needed.
- Focus on hiring, training and retaining a service-oriented staff. Provide coaching, training, motivation, and evaluations of the staff with a focus on excellent customer service.
- Oversee risk management. Ensure compliance with local, state and federal health and safety guidelines.

*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.*