

## 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 is valued so that our culture reflects the people we serve.

Our Department is committed to providing a cleaner, safer environmental 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.



## Tennessee State Parks and Conservation Room Operations Supervisor Natchez Trace State Park Annual Salary Range: \$27,324 – \$43,740

Our Tennessee State Parks are among the most beautiful parks in the United States. We have an outstanding leadership opportunity in a beautiful work environment, while providing oversight of the day to day lodge and cabin room operations. Natchez Trace State Park located in Wildersville, TN is a preferred destination for business meetings and conferences as well as a vacation destination for families.

This position is responsible for leading and assisting the daily requirements associated with front desk duties and housekeeping operations at the Natchez Trace Lodge. The preferred candidate will have some experience with property management, knowledge of housekeeping operations, working with property management systems for reservations, and experience working with groups in a hospitality environment. A minimum of an associate degree in Hotel and Restaurant Management, Hospitality, Business Administration, or related major is desired. To apply for this position visit: <https://www.tn.gov/careers>.

### Highlighted Responsibilities:

- Responsible for leading and assisting completion of daily shift requirements for the front desk and housekeeping operations for the Lodge.
- Manage lodging accommodations using approved property management systems and cabin accommodations through Initio or approved point-of-sale system.
- 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.
- Supervise, train and evaluate staff in their job performances.
- 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.

*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.*