

## 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 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 Room Operations Manager Pickwick Landing State Park Lodge Annual Salary \$42,504

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

We seek candidates with a proven track record of creating a positive work culture and enjoy building effective teams to provide outstanding customer service to lodge and cabin operations guests. Preferred candidates will have a bachelor's degree plus four years of experience in a hotel or resort with at least two years in room operations. Additional years of experience can be substituted 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. 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:

- Lead, direct, and manage daily room 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, including labor, productivity, and revenue generation.
- Oversee front desk and housekeeping operations, focusing on quality guest experience, staff service, and cleanliness of lodge rooms and cabin accommodations.
- 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.*