

Plan/Grade: 21

SEYON LODGE INNKEEPER I

Definition:

Assists in the administration, supervision, and technical work involving the year round operation, management, and maintenance of Seyon Lodge State Park. Responsibilities and duties include park reservations and visitor care for lodging, meals, meetings, conferences and special events; planning meals; purchasing food and facility supply items; tracking and managing inventory; budget and project planning; equipment care and purchasing; groundskeeping; and housekeeping duties. Work is reviewed for conformance to health standards and regulations. Duties are performed under the general direction of the Seyon Lodge Innkeeper II. Position requires significant interaction with the public and outside service providers. Assists in the supervision of a number of employees, including food service workers, housekeeping staff, and other park staff.

Examples of Work Performed:

Assists in administrating and managing the year round operation and maintenance of Seyon Lodge State Park consisting of a guest lodge, conference center, trails, garden, grounds, and fishing facilities. Assists in training and supervising seasonal employees to perform various duties at the park. Participates in the planning, marketing, and budgeting process for the park. May develop marketing and promotional information, materials, and visitor vacation packages. May recommend capital construction projects and major equipment purchases. May handle large amounts of money and maintain detailed records and reports on park sales, attendance, banking transactions, and inventories. Tactfully enforces park rules, regulations, and policies. Answers public questions about local historical or natural data, and provides information about area attractions and travel. Conducts maintenance of all assigned grounds, facilities, and equipment. May participate in minor construction and maintenance projects such as painting, electrical work, plumbing, and carpentry. Maintains park roads and trails for both summer and winter use. May represents the park or Department at local meetings and through personal contact with the public, media, and outside service providers. Assists with other district and State projects by planning or working on committees and crews.

Assists in all areas of food preparation and service as needed. May plan menus to increase marketability and contain costs. Implements policies and procedures related to food preparation, sanitation, quality control, and food storage. May establish and maintain food and equipment cost controls. May develop financial reports and make changes regarding cost containment. Assists in monitoring use of food and supplies, and maintaining adequate stock. Insures that proper sanitary and food storage practices are observed. May instruct assistants and staff in the proper methods and techniques of food preparation, cooking and serving and in the observance of modern sanitary conditions in all phases of food handling.

Assists in ordering supplies and materials for household and food items, and may supervise the delivery, storage, and distribution of supplies for the facility. May maintain records and may prepare reports as requested by parks regional manager. May maintain an inventory of kitchen and dining equipment. May

make recommendations for replacement of minor equipment and may handle the purchasing once approved.

Assists with the cleaning and maintenance of assigned facilities. May initiate orders for housekeeping supplies and equipment. May maintain inventory of housekeeping equipment. May maintain linen supply or may coordinate the operation of a contractual arrangement for laundry services with outside laundry service. May coordinate institution-wide pest control with outside contractors.

Performs related duties as required.

Knowledge, Skills and Abilities Required for Class Entry:

- Knowledge of the principles and practices of park operations and maintenance. Knowledge of the principles and practices of hotel, resort, and restaurant operations and management. Knowledge of supervisory principles and techniques.
- Ability to direct management, operations and maintenance of park and lodging facilities, meeting and conference rooms, and kitchen and dining activities. Considerable working knowledge of the methods, equipment, materials, and supplies needed for effective medium- to large-scale preparation of food, storage, and service. Knowledge of health and sanitary standards and practices involved in large-scale cooking and food storage. Ability to plan menus within food and budget. Knowledge of the methods, materials, and equipment used in institutional housekeeping.
- Ability to keep and maintain detailed accounts and records, and to prepare reports. Ability to deal tactfully with members of the public and offer high quality customer service. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships.

Knowledge, Skills and Abilities Required for Full Class Performance:

- Considerable knowledge of Vermont State Parks, rules, policies, and procedures. Knowledge of area history, nature, and events. Considerable knowledge of the health and sanitary requirements, methods, materials, and equipment used in food preparation and storage, and for housekeeping. Ability to administer the management and operation of a state park that includes lodging, dining and meeting and conference space. Ability to operate and care for the grounds, buildings, equipment used in the lodge and in the park. Ability to prepare detailed reports and proposals. Ability to maintain grounds, facilities and buildings, and equipment. Ability to identify and eliminate safety hazards. Ability to plan, assign, supervise, and train employees in all related park duties. Ability to plan, assign, coordinate, and supervise the preparation of medium- to large-scale menus. Ability to establish and maintain effective food service cost control measures. Ability to establish and maintain effective working relationships with co-workers, area residents, and outside contractors. Ability to communicate effectively both orally and in writing.

Environmental Factors:

Duties are performed indoors and outdoors in all types of weather. Duties require considerable public contact, occasionally under stressful conditions. Incumbent must work on weekends when the park is open, and frequent overtime is required. Lifting of heavy items is required. Work is highly repetitive and requires bending. Ability to walk up and down stairs while carrying heavy loads is essential.

Minimum Qualifications for Application:

Education: High school graduation or GED.

Experience: Two years of progressive experience in hotel/resort, restaurant, park operations, park maintenance, recreation, or a related leisure or travel service field.

Note: Course work in parks, recreation, hotel/resort management, culinary arts or commercial food preparation, and/or leisure facilities management; parks recreation and leisure studies; or a related field may be substituted for the experience on a semester for six months basis.

