

## **Evergreen Estates LTD.**

### **Job Description**

**Position:** On-site Manager

**Position Summary:** Responsible for the day-to-day operations of The Alders Beach Resort

**Reports to:** The Board of Directors of Evergreen Estates – primary contact Liaison Manager

**Effective:** December 1, 2021

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The On-site Manager of The Alders Beach Resort operates as a Company Executive who works under broad guidelines established by the Board of Directors. The Manager has discretion to determine HOW board objectives are achieved whereas the Board will determine WHAT the objectives are.

Responsibilities include but are not limited to:

### Financial

1. Administer, execute, and carry out annual budget and report any potential budgeting concerns.
2. Maintain accurate records regarding payments for individual cottage rentals for winter/shoulder occupants as well as walk-in summer rentals if available. Deposit funds into The Alders Bank account in a timely fashion. Ensure that proper procedures are followed regarding the documentation with signatures of all cottage rentals and that deposits are collected. Ensure that rent, utilities, taxes, and other funds are noted separately and are easily identifiable.
3. Ensure all invoices for payment are forwarded to the bookkeeper or the treasurer for payment in a timely fashion. All expenditures over \$ 1,000 must be approved in advance by the Liaison Manager or the President of the Board.
4. Maintain petty cash and record all distributions from petty cash.
5. Collect and deposit all funds from the laundry or other incidental income in a timely fashion.
6. Prepare reports for the Board of Directors as requested.

### Maintenance

1. With qualified assistance, inspect cottages and determine priorities for major and minor repairs.
2. Prepare budget of required work.
3. Bring any safety concerns to the attention of the Liaison Manager or the President immediately. Determine the risk and address the risk accordingly.
4. Once approved by the Board, arrange for repairs and maintenance tasks to be completed.
5. Ensure cottages are maintained in an acceptable condition.
6. Monitor water systems, pump equipment, pipes, and septic fields. Ensure proper inspections are carried out.
7. Monitor the well UV system daily and comply with Vancouver Island Health Authority testing requirements. Obtain and hold valid Water Operators Certification.
8. Purchase furnishings, building materials, appliances etc.

### On-site Management Summer

1. Ensure that summer guests “check in” and are oriented to the Alders rules.
2. Answer guests’ questions, fill reasonable requests.
3. Enforce Alders rules for all guests.
4. Supervise Sandcastle contest.
5. Collect trash regularly.
6. Monitor late-night noise, beach fires.
7. Arrange and oversee weekly cottage cleaning and mid-week towel exchange.
8. Be a congenial host who encourages guests to return to The Alders in the future.

### On-site Management – Off Season

1. Screen winter occupants for suitability and ensure that all occupants are aware of the costs of renting as well as the Alders rules and regulations and that occupants are aware of the consequences of not following the rules and regulations. Ensure all appropriate documentation is completed.
2. Do pre & post rental walk-about with occupants to ensure that all damage is noted and signed-off. Collect damage and utility deposits.
3. Monitor monthly and bill individual cottages for hydro and propane usage etc.
4. Ensure that an ample supply of firewood is maintained.
5. Ensure compliance with the rules. Be prepared to legally evict tenants if necessary.
6. Ensure any pets on the property are properly monitored. Limit number of animals and do not allow any aggressive breeds of dogs (specifically pit bulls, rottweilers & Dobermans).
7. Resolve guests’ complaints professionally.
8. Report all accidents promptly to the Liaison Manager or the President of the Board.
9. Maintain grounds, communal fire pit and beach, – supervise for unauthorized usage.
10. Arrange for and oversee cleaning of cottages after casual / weekend stays.

### Security

1. Constant awareness of safety and security is required
2. Ensure fires are contained to the fire pit.
3. Maintain grounds to ensure that they are free of debris.
4. Walk around every night prior to retiring to ensure all is in order
5. Monitor beach for safety, possible pollution, and fires.
6. Monitor parking areas – ensure no overnight campers.
7. Regularly inspect smoke alarms, fire extinguishers, hoses, and bibs.
8. Annual inspection and recharging or replacement (if required) of fire extinguishers is mandatory.
9. Annual inspection by the Courtenay Fire Department is conducted in the Spring.
10. Maintain 1<sup>st</sup> Aid Kit.
11. Discourage use of candles or other unapproved open flame of any kind in or around the cottages.

## Marketing

1. Advertise and actively seek to fill vacancies for winter / shoulder rentals.
2. Create and, if approved by the Board, implement new revenue-generating endeavours for The Alders, especially during the winter/shoulder season.
3. Liaise with local businesses and neighbours to ensure awareness of The Alders and positive community spirit.
4. Attend local meetings as necessary to ensure that The Alders is a presence in the community.
5. Be the “face of The Alders” in the local community.

## Other duties

1. Arrange for contract or casual staff as required for cleaning, maintenance, and repairs.
2. Maintain coin laundry room and equipment.
3. Maintain grounds, including mowing.
4. Promote The Alders as a wedding location and assist wedding parties as required.
5. Find suitable replacements for vacation periods.
6. Ensure rules of the Innkeepers Act are followed.
7. Adhere to Worksafe BC requirements.

## Qualifications

- Previous experience running small business, preferably in the hospitality industry.
- Bookkeeping experience or knowledge.
- Ability to correspond in a professional manner both verbally and in writing.
- Expertise in one or more of the areas listed in the job description
- Knowledge of the Innkeepers Act
- Valid Class 5 driver’s license

## Skills

- Ability to perform minor repairs (plumbing, painting, electrical minor carpentry), marketing, financial, care taking, computer literate and familiar with Excel, Word, and e-mail.
- Familiarity of QuickBooks would also be an asset.
- Use social media such as Facebook and Instagram in a business setting would be beneficial.
- Good business sense.
- First Aid an asset.

Compensation – salary, commission, accommodation, use of vehicle.

## Other:

1. Must live on-site in Manager’s Accommodation (2-bedroom unit – Elm)
2. Must agree to be bonded.
3. Must be fully vaccinated against COVID-19.