



New River Gorge Campground Assistant Manager
at The American Alpine Club

Reports To: New River Gorge Campground Manager and the AAC Lodging Director
Classification: Individual Contributor
Location: Lansing, WV
FLSA Code: Non-Exempt
Compensation: \$16 to \$20 hourly DOE
20 hours per week seasonal, March 21 - December 7, 2022

Deadline to Apply February 28, 2022

New River Gorge Campground Assistant Manager Job Summary

The American Alpine Club (AAC) is looking for a passionate and driven individual to join our team as the Assistant Manager at the New River Gorge Campground. The Assistant Manager, in conjunction with the Campground Manager, is responsible for the daily management, maintenance, guest services, and the success of the AAC's New River Gorge Campground throughout the campground season. This includes overseeing part-time staff, volunteers, and assisting in the execution of community programs that support the AAC mission.

As the New River Gorge Campground Assistant Manager, you will:

Public Relations & Marketing:

- Maintain positive working relationships with the Campground Manager, Caretaker as well as local and regional outdoor organizations, AAC staff, and volunteers
- Assist the Manager and Caretaker in the planning and execution of educational and community orientated events and programs
- Promote and sell merchandise

Supervisor Responsibilities:

- Assist the Manager in the upkeep of the maintenance log

- Effectively communicate rules and regulations to all guests, staff, and volunteers
- Be present during inspections at the campground and communicate effectively to satisfy any questions that may arise
- Communicate with organizations and event partners effectively
- Respond to any guest questions, comments, concerns, and emails in a timely manner

Financial Responsibilities:

- Participate in daily accounting, monthly deposits, inventory, expense and reimbursement tracking

Guest Services & Campground Operations:

- Communicate effectively with the Manager, Caretaker, and staff regarding guest issues, maintenance issues, as well as any operational issues
- Monitor the NRG's phone line and reservation system as needed
- Check-in guests and collect fees
- Record any transactions on a daily basis
- Manage guest concerns and seek Manager's support as needed
- Provide campground, regional, and AAC information to guests as well as its target audience as it relates to the New River Gorge Campground and the AAC's Lodging Department

Maintenance and Housekeeping:

- Work with the Caretaker and the Manager to monitor the plumbing systems and electrical systems for issues
- Have basic knowledge of electrical, plumbing, and grounds keeping skills
- Oversee and assist Caretaker and volunteers in the daily cleaning of the bathhouse, as well as basic repairs and groundskeeping maintenance
- Keep the campground and facilities free of trash and other debris
- Purchase materials as necessary for maintenance and repairs

You are a strong fit for this role if you:

- Believe in the AAC vision and mission
- Have excellent interpersonal and communication skills and an ability to represent the AAC in a professional manner at all times
- Have experience with management and guest or client services
- Have an acute attention to detail
- Have experience record keeping

- Are competent with Google Suites
- Are creative and eager to learn and grow new skills

Reporting Relationship

The New River Gorge Assistant Campground Manager will report to the New River Gorge Campground Manager and the AAC Lodging Director. The New River Gorge Assistant Campground Manager is a member of the Lodging Department and collaborates with the entire American Alpine Club staff.

How to Apply

All who love the AAC mission are encouraged to apply, including people of color and Black, Indigenous, transgender and non-binary people.

Please email your resume and cover letter to amilanich@americanalpineclub.org. Use “NRG Assistant Campground Manager – [Your Last Name]” as the subject line – no phone calls, please. Only potential interviewees will be contacted.

The AAC is an equal opportunity employer. Your gender, religion, sex life, skin color, first language, and size and ability of your body do not factor into employment decisions here. Neither do your friends in high places. If you love our mission and are good at what you do, come as you are.

About the AAC and the NRG Campground

Founded in 1902, the American Alpine Club (AAC) envisions a united community of competent climbers and healthy climbing landscapes. For more than a century, the AAC has inspired climbers to dream and reach further, to push themselves and the boundaries of climbing. The AAC supports the climbing community through education and resources, community building, policy and advocacy, and through memorializing and archiving climbing history. The AAC represents the interests of its more than 25,000 members from across all disciplines of climbing.

Located in Golden, CO, the AAC jointly owns and operates the American Mountaineering Center and the American Mountaineering Museum with the Colorado Mountain Club. The American Alpine Club Library is North America’s largest collection of books and artifacts dedicated to climbing and climbing history with over 190,000 volumes. Additionally, the American Alpine Club operates campgrounds and lodges supporting climbers across the country.