



Heart Lake Program Center  
1002 Adirondack Loj Road  
Lake Placid, NY  
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## Hospitality Director

ADK (Adirondack Mountain Club) works to protect New York State wild lands and waters by promoting responsible outdoor recreation and building a statewide constituency of land stewardship advocates. Since 1922, the organization has worked to increase access to the backcountry by building trails, conserving natural areas, and developing a stewardship community that supports the ethical and safe use of New York's outdoor spaces. A member, donor, and volunteer-supported organization, ADK reaches across New York through its 27 chapters to inspire people to enjoy the outdoors ethically.

### POSITION SUMMARY

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The Hospitality Director is responsible for overseeing the guest experience, business, and activities for all of ADK's North Country operations. This person is also responsible for promoting a warm, friendly atmosphere at the facilities, managing and supervising staff, and helping achieve ADK's mission, vision, and goals.

### KEY RESPONSIBILITIES

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#### Administrative – 40%

- Responsible for planning, organizing, and managing smooth and efficient day to day operation of the Adirondack Loj, Wilderness Campground, Heart Lake Cabins, Johns Brook Property, Hungry Hiker, and staff housing.
- Responsible for preparing and maintaining budgets for properties, tracking expenses, and setting revenue goals.
- Maintain accurate occupancy records for all North Country facilities. Study market trends and work with Communications team to market facilities.
- Promote and coordinate details of special events, group reservations, and weddings with front desk, kitchen, and Loj staff.
- Evaluate and update rental rates. Review daily cashouts and bank deposits.
- Oversee reservation and guest communications programs and make changes and updates as needed.
- Manage inventory of guest amenity, office, and cleaning supplies. With Kitchen Supervisor, manage inventory of all alcoholic beverages.

#### Management – 50%

- Supervise and mentor Front Desk and Kitchen Supervisors.
- Hire seasonal staff including cooks, Loj crew, Hungry Hiker staff, Hungry Hiker cooks.
- Promote a positive and service-oriented attitude and Supervise staff members, communicate importance of organization's mission.
- Train all staff in how to provide outstanding customer service.

### **Management Team – 10%**

- Serve as a core member of the management team
- Coordinate with Maintenance Director, Education Director, Deputy Executive Director on planning of capital projects
- Coordinate with volunteer property committees on projects

### **QUALIFICATIONS**

- A passion for outdoor education and a commitment to the mission, values, and vision of the Adirondack Mountain Club
- Experience in managing a dynamic, multi-faceted hospitality operation or college degree in business/hospitality field
- Excellent managerial skills and the ability to lead, motivate, and communicate with staff members
- Exceptional knowledge of standard hospitality practices and procedures
- Excellent verbal and written communication skills

### **BENEFITS AND COMPENSATION**

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Reports to: Deputy Executive Director, Executive Director

Supervises: Front Desk Supervisor, Kitchen Supervisor, Loj Cooks (2), Adirondack Loj Crew (3-5), Hungry Hiker cook (1) & staff (3-5)

Classification: Full-time, non-exempt

Dates: Starting April 2022

Salary Range: \$43,000-46,000

Benefits: Paid vacation and holidays; matching contribution to 403b; health, vision and dental; free ADK workshops, discounts on store merchandise and rental equipment.

### **ORGANIZATIONAL STATEMENT**

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As an organization, we appreciate a diverse set of skills and candidates eager and willing to grow and learn with our organization. As such, our job descriptions are general overviews, not a mandatory comprehensive list. If you feel passionate about our efforts and believe that you have the skills and aptitude to succeed in this role, we want to hear from you.

ADK affirms its commitment to equal employment opportunity for all individuals. Decisions about recruiting, hiring, training, promotions, compensation, benefits, and all similar employment matters are made in compliance with all federal, state and local laws and without regard to race, color, religion, gender, ethnic or national origin, age, physical or mental disability, sexual orientation, gender identity, familial status, military status or any other classification protected by federal or state law. Any discrimination in the workplace against persons protected by equal employment opportunity laws is illegal and against policy.