



Heart Lake Program Center
1002 Adirondack Loj Road
Lake Placid, NY
518-523-3441

HEART LAKE PROPERTY NIGHT MANAGER

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

The Heart Lake Property Night Manager is responsible for creating a friendly, welcoming, and safe atmosphere for guests throughout the night. The night manager is responsible for property rounds, enforcing quiet hours, night audit, processing reservations, handling any situational emergencies, and some cleaning. Additional duties include covering day to day operations of the front desk, such as check-ins/outs and reservation filing.

KEY RESPONSIBILITIES

Guest Services 60%

- Encourage a friendly, welcoming atmosphere at the Heart Lake Program Center.
- Consistent night rounds of the property and campground to enforce quiet hours, attend to any problems, and be available to guests.
- Handle late arrivals and any situational emergencies during night hours.
- Receive, respond, and process any incoming email and online bookings.

Administrative 30%

- Daily night audit of front desk operations.
- Ensure smooth and efficient operation of the front desk, with particular attention to detail and minimum error.
- Promote ADK membership as part of a larger effort to support the goals and objectives of the Adirondack Mountain Club.
- Supplemental duties/responsibilities to support other Club operations/functions as requested.

Maintenance 10%

- Cleaning of guest and staff common areas, restocking of supplies.
 - Communicate with staff at the Front Desk, HPIC, and Campground Hosts to facilitate efficient campground operations.
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TENTATIVE SCHEDULE

- Friday to Monday: 9 p.m. to 7 a.m.

QUALIFICATIONS

Basic:

- Excellent interpersonal skills and an ability to work with a wide variety of guests, members and staff.
- Confidence to effectively complete night rounds.
- Physical ability to go up and down stairs and walk 1–2 miles a night around the Heart Lake Property, clear speaking voice.
- A passion for and commitment to the mission, values, and vision of the Adirondack Mountain Club.

Preferred:

- Cash handling and night audit experience.
- Reliability to handle night responsibilities and unknown situations.

BENEFITS AND COMPENSATION

Reports to: Hospitality Director, Front Desk Supervisor

Supervises: N/A

Classification: Full-time, non-exempt

Dates: Now

Salary/Wage: \$18.50/hour

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

ORGANIZATIONAL STATEMENT

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.