

## Heart Lake Property Night Clerk

### About the Adirondack Mountain Club

The Adirondack Mountain Club (ADK) 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 chapters to inspire people to enjoy the outdoors ethically.

### POSITION SUMMARY

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The Heart Lake Property Night Clerk is responsible for creating a friendly, welcoming, and safe atmosphere for guests throughout the night. The Night Clerk is responsible for property rounds, enforcing quiet hours, processing reservations, handling any situational emergencies, as well as coordinating early breakfast as needed. Additional duties include covering day-to-day operations of the front desk, such as check-ins/outs and reservation filing. This position is an overnight position with the shift running from 11 p.m. – 7 a.m.

### KEY RESPONSIBILITIES

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#### 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 issues, and be available to guests.
- Coordinate with law enforcement and other on-property staff as needed and fill out accurate incident reports if necessary.
- Coordinate an early breakfast if requested.
- Handle late arrivals and guest needs during the night.
- Receive, respond, and process any incoming email and online bookings.

#### Administrative—30%

- 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.
- Response to any task delegated by Front Desk Manager.

## **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.

## **QUALIFICATIONS**

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### Basic:

- Excellent interpersonal skills and the ability to work with a wide variety of guests, members, and staff.
- Confidence to effectively complete night rounds, including throughout dimly lit premises.
- Ability and level of reliability to work full shifts independently and remain alert throughout the night-time.
- Ability to keep calm, make decisions, and follow safety protocols set forth by ADK.
- Physical ability to go up and down stairs.
- Clear speaking voice.
- A passion for and commitment to the mission, values, and vision of the Adirondack Mountain Club.

### Preferred:

- Experience working night shifts.
- Hospitality, Hotel, or Campground experience.
- Skilled in deescalation tactics.
- Cash handling and night audit experience.
- Reliability to handle night responsibilities and unknown situations.
- CPR/First Aid Certification.

## **BENEFITS AND COMPENSATION**

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Reports to: Hospitality Director & Front Desk Manager

Supervises: N/A

Classification: Full-time, non-exempt, Seasonal.

Dates: Immediate hire – End of October.

Salary/Wage: \$19.00–20.00/hour

Benefits: Paid vacation and holidays; free ADK workshops, discounts on store merchandise and rental equipment.

Housing: Shared onsite housing available at Heart Lake Program Center with three meals a day for a small deduction.

## HOW TO APPLY

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Please send resume and cover letter to [jobs@adk.org](mailto:jobs@adk.org)

## 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.