New River Gorge Campground Manager
at The American Alpine Club

Reports To: AAC Lodging Director
Classification: Individual Contributor
Location: Lansing, WV
FLSA Code: Non-Exempt
Salary: $3,100 - $3,450 per month
Full-time August 15-December 14

New River Gorge Campground Manager
The New River Gorge Campground Manager (NRGCM) is responsible for the oversight of the NRG Campground. This includes networking with local stakeholders and the AAC Volunteer Network to build in-house and collaborative community programs that support the AAC mission. Additionally, the Manager is responsible for hiring, training, and overseeing part-time staff, as well as the daily operations, maintenance, and guest services, ensuring the success of the AAC’s New River Gorge Campground. Onsite lodging is provided by the American Alpine Club and is required for the duration of the season.

As the New River Gorge Campground Manager, you will:

Public Relations & Marketing
• Network, develop, and maintain positive working relationships with local and regional outdoor organizations and AAC staff and volunteers to create educational and community orientated events and programs
• Intersect with the AAC Programs Department to amplify cross-departmental communication and collaboration
• Work with the AAC Marketing Department to develop and implement a marketing strategy for the NRG campground including outreach, content, and driving membership sales
• Collaborate with Marketing to promote the AAC and the NRG facility on Instagram and Facebook, as well as maintain the NRG webpage
• Collaborate with Advancement to secure local and regional event sponsors or partners as needed
• Promote and sell merchandise
• Strengthen the connection between the AAC and its programs by promoting and collaborating with program directors and Lodging Management Staff
Supervisor Responsibilities

• Assist the Lodging Director in hiring and training of seasonal staff
• Manage onsite staff
• Participate in bi-annual staff reviews
• Assist the Lodging Director in building processes including onboarding, standard operating procedures, and maintenance tracking to inform the budget
• Ensure rules and regulations are clearly visible to all guests and staff
• Be present during all inspections at the campground and communicate effectively to satisfy any questions that may arise
• Communicate updates and events to lodging staff as it relates to the AAC and its programs
• Communicate with organizations and event partners effectively
• Respond to guest or audience comments, messages, emails directly in a timely manner

Financial Responsibilities

• Daily accounting and monthly deposits and inventory
• Expense and reimbursement tracking
• Manage the NRG Campground budget

Guest Services & Campground Operations

• Monitor the NRG’s email account on a daily basis
• Monitor the online reservation system
• Collect fees
• Record all transactions on a daily basis
• Manage guest concerns and conflicts
• Provide campground, regional, and AAC information to guests as well as it’s target audience as it relates to the New River Gorge Campground and the AAC’s Lodging Department

Maintenance and Housekeeping

• Work alongside the Caretaker to monitor the plumbing systems and electrical systems for issues
• Oversee and assist when necessary in daily cleaning of the shower-house, managers residence, and bathrooms, as well as 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, events, marketing, and guest or client services
• Have an acute attention to detail
• Have experience record keeping
• Are competent with Google Suites, Squarespace, and Mailchimp
• Have social media or content development experience
• Are creative and eager to learn and grow new skills

Reporting Relationship
The NRGCM will report to the Lodging Director, Ashlee Milanich. The NRGCM is a member of the Lodging Team 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 hiring@americanalpineclub.org. Use “NRG 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.