



Position: General Manager

Location: Ithaca, NY

Contact: robert@firelightcamps.com

General Manager

Are you passionate about hospitality? Luxury camping and the outdoors? We are looking for a motivated, organized, and entrepreneurial person to join our team and elevate our already-successful luxury campground to the next level.

You will own the onsite guest experience, build and supervise the team, manage on budget, and interact with guests on a daily basis. You'll be lighting real fires, putting out metaphorical fires, and basically be running camp. You will work closely with our founders and our all-star group of investors and advisors, and you will be an integral part of an innovative, growing young company.

Responsibilities

- Daily operational oversight of our 19-tent luxury campground including creating, refining, and implementing standard operating procedures for reservations, front desk, events, activity partnerships, housekeeping, maintenance, and food & beverage departments
- Ensure safe, smooth, and organized hotel-like operations during the campground's 6-month operating season (May – October). Coordinate maintenance and perform administrative, sales, and reservation tasks during the off-season.
- Source, interview, train, and manage all staff including camp hosts, bartenders, housekeepers, and maintenance personnel
- Manage purchasing, inventory, and relationships with vendors and third-party suppliers
- Oversee reservations, and maintain the reservation system
- Coordinate contracts and logistics for group bookings including weddings, retreats, and corporate events
- Interact with guests, ensure superb customer service, and conduct check-in and check-out duties when necessary
- Provide regular financial reporting to ownership
- Operate the campground on budget and manage costs to hit profitability targets
- Ensure a positive, collaborative work environment for all staff
- Serve as a brand ambassador for Firelight Camps and an inspiration for staff

Desired skills and experience:

- Authentic passion for hospitality, travel, and the outdoors. Infectious enthusiasm about Firelight Camps' mission
- Bright and friendly demeanor with a love for customer service
- Excellent project management and organization skills
- 3+ years of relevant working experience in the hospitality industry with 2+ years in a management or leadership role



- Familiarity with property management systems and revenue management strategies a plus

Qualifications

- Authorized to work in the USA.
- Bachelor's degree from a top tier university
- Must be able to lift 40lbs and be willing to spend long periods of time outside standing and walking

About Firelight Camps

We started Firelight Camps to get more people outside. It is our mission to create comfortable, stylish, and social luxury camping experiences that awaken appreciation for nature, inspire adventure, and deepen connection with family, friends and community. We incorporate sustainable development and eco-tourism practices to create economic growth while preserving rural landscapes. Firelight Ithaca is going into its sixth operating season, and our second Firelight Camp will open in 2020 in New York's Catskill Mountains.

*Firelight Camps is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Salary and options package dependent on experience. Position open until filled.

Please send resume and cover letter to:

Robert Frisch | Robert@firelightcamps.com | 406-852-2476

Applications without cover letters will not be reviewed.