

Director of Community Relations

The primary focus of the Director of Community Relations is to ensure all Bear Lake Reserve owners and staff have a wonderful experience during their time at Bear Lake Reserve.

The Director of CR will report directly to the VP of operations, once this position is filled along with the Tembo Executive team. The CR will work closely with all department heads in ensuring their teams have a great experience while working for Tembo/Bear Lake Reserve and help support the overall vision to reach our goal to be the “Best Place to work in WNC”.

The focus will be on three areas: **Homeowners, Staff and Community Involvement.**

Homeowners: *general area of focus but not limited to*

- Onboarding after purchasing lot or home, including paperwork all onboarding documents, obtain card on file for club purchases, sign them up for all communication platforms, how to make reservations for dining, activities, marina and golf, property tour
- Connect them with staff in what their interest are
- Give local knowledge of Jackson County
- Continued support for any questions or concerns they have will being a homeowner

Staff: *general area of focus but not limited to*

- Onboarding including paperwork, uniform, property tour, communication platforms
- Safety and first aid training
- Plan staff appreciation days
- Send get-well, sympathy congratulations cards/flowers for staff that are in need
- Plan Birthday cake celebrations per month
- Help facilitate weekly managers meeting to include notes after meeting.
- Scheduled workshop and classes in the offseason for professional development for individual departments and as a whole team

Community Involvement: *general area of focus but not limited to*

- Special Olympics
- Public School support for Jackson County

-WCU athletics

-Nonprofit fundraisers

Desired Personality Traits and Experience:

Capable and Proven Leader-create the BEST PLACE TO WORK ATMOSPHERE

-Ability to multitask

-Organized

-Flexible

-Strong work ethic

-Innovative

-Excellent written and verbal skills

-Patience