

POSITIONS/JOB DESCRIPTIONS

Summer 2010

COUNSELING

PROGRAM DIRECTOR: Responsible for the overall organization and management of the children's program and supervision of the children's program staff. This includes program planning; purchasing; set-up and break down of the children's facilities at the beginning and end of the season; inventory; orientation, training, scheduling and evaluation of staff; regular updates, modifications and posting of the activity schedules; frequent communication with parents, management and other department supervisors and staff that affect the children's program; overseeing cleanliness and neatness of facilities; and attending weekly meetings. Must have previous experience at The Tyler Place, bachelor's degree and at least 2 years experience in related field; knowledge of child development; current Infant/Child CPR and First Aid Certification; expert communication and organizational skills; and previous supervisory experience.

INFANT/TODDLER DIRECTOR: Cares for groups of infants or toddler-aged children in a dynamic day-care type setting; has knowledge of and ability to lead a variety of games and activities geared toward this age group; supervises, evaluates and works with high school students, college students and more mature caregivers; helps to develop, organize, set-up/break-down, lead and/or follow a weekly activity schedule; helps out at mealtime; communicates regularly with parents and management; attends weekly meetings; sets up the facilities for the season; and keeps the facilities neat and clean. Must have degree (or working towards degree) in related field; knowledge and understanding of child development; minimum of 2 years experience working with young children in a day-care setting; current Infant/Child CPR and First Aid Certification; expert communication and organizational skills; experience directing employees; love of young children; patience; high level of energy.

PLAY HOUSE DIRECTOR (2 ½ and 3 year olds), CLUB HOUSE DIRECTOR (4-7 year olds) and TEEN DIRECTOR (10-15 year olds): Supervises children and/or teens in a summer recreation program; supervises, evaluates and works with college-aged (and some high school-aged) counselors; has knowledge of and ability to lead a variety of sports, games, arts and crafts and other activities geared toward this age group; helps to develop, organize, set-up/break-down, lead and/or follow a weekly activity schedule; helps out at mealtime; communicates regularly with parents and management; attends regular meetings; sets up the facilities for the season; and keeps the facilities neat and clean. Must have a degree (or working towards degree) in related field; knowledge and understanding of child development; minimum of 2 years experience working with children in a similar setting; current CPR (Infant, Child, Adult) and First Aid Certification; expert communication and organizational skills; experience supervising employees; love of children; responsible, dependable, patient, outgoing and energetic.

INFANT/TODDLER CAREGIVER: Care for children from newborns to 2 ½-year-olds. Work with one family for their entire stay in their accommodation and in the play facilities; participate with the child in organized activities; and communicate with parents. Must be safety conscious, patient and love young children; have previous experience working with this age-group; current Infant/Child CPR and First Aid Certification; knowledge of basic child development and activities geared towards this age group; caring, comforting, reliable, creative, friendly and energetic.

COUNSELOR (2 ½- 5 and 6 - 15 year olds): Enthusiastically leads, guides, instructs, and entertains groups of children or teens in a dynamic summer recreation program; helps to organize and follow a weekly activity schedule; works in a team environment with other counselors and supervisors; keeps safety in mind at all times; helps out at mealtime, communicates regularly with parents and supervisors; attends weekly meetings; and keeps the facilities neat and clean. Must have previous experience working with children and teens in a similar setting; knowledge of a variety of sports, games, arts and crafts and other activities; current CPR (infant, child and adult) and First Aid Certification; friendly, cooperative, caring, patient, reliable, flexible, outgoing, and energetic.

WATERFRONT

BOAT DOCK DIRECTOR: Responsible for the overall organization and management of the waterfront and supervision of the waterfront staff. This includes set-up and break down of the dock at the beginning and end of the season; keeping an inventory of all equipment and purchasing new equipment if necessary; supervision, orientation, training, scheduling and evaluation of staff; regular maintenance and organization of the dock area and equipment; instructing water-sports for children, teens and adults; communicating regularly with the Front Desk and

Entertainment staff regarding sign-ups, champagne cruises and alternative rainy/windy day events; and attending regular meetings. Must have previous experience in the use and maintenance of water sports equipment (watercraft, motors, docks, boat lifts, etc.), excellent communication and organizational skills, friendly and outgoing personality, previous experience managing staff, and current CPR, First Aid and Lifesaving Certification.

WATER SPORTS INSTRUCTOR: Provides group and/or private lessons in all of the following activities - sailing, water-skiing, wakeboarding, kayaking, and canoeing - to children, teens and adults. Experience driving powerboats is required. Must be able to work in a fast-paced, service-oriented environment while remaining friendly, helpful, courteous, and safety conscious. Additional responsibilities include maintenance and organization of the dock area and equipment, helping out in other departments during rainy/windy weather, taking guests on champagne cruises (w/ pontoon boat), keeping the dock area neat and clean and carrying out all duties assigned by the Waterfront Director. Current CPR (Infant, Child & Adult), First Aid, and Vermont Ski Boat License are required. (We can provide the CPR and First Aid Training, if necessary, and the Vermont Ski Boat License can be obtained in about 2-3 hours online.)

POOL DIRECTOR: In addition to general lifeguard duties, the Pool Director is responsible for the management of the lifeguards, which includes running orientation, preparing work schedules, periodic evaluations, regular meetings and daily supervision to be sure the lifeguards are getting to work on time, completing their duties and guarding in a professional manner. The pool director is also responsible for making sure the pool area (including bathrooms and changing rooms) is kept neat and clean at all times. Additional duties include organizing and supervising swim lesson sign-ups and preparing the cocktail schedule. Certification in CPR, First Aid, and Red Cross Lifesaving is required. Must have excellent communication skills and previous experience at The Tyler Place.

LIFEGUARD: Supervises and observes all swimmers in the pools and at the lake swimming area. Enforces all pool/lake rules. Administers first aid to any scrapes or bruises that occur to swimmers and responds immediately to any emergency situations. Additional responsibilities include setting out cushions, water toys and sand toys in the morning (and putting them away at the end of the day), keeping the pool area neat and clean (picking up litter, putting away towels, etc.), keeping the bathrooms and changing rooms neat and clean, guarding at special evening events, going over pool rules with children's groups at the beginning of each week, and being friendly, helpful and courteous to guests at all times. CPR, First Aid & Lifesaving are required. (This position is sometimes combined with Cocktail Serving in the evenings.)

ENTERTAINMENT

ADULT ACTIVITIES LEADER: Takes a leadership role in conducting sports and entertainment activities for adults and families. Responsibilities include: assisting the Entertainment Director; greeting guests and helping to make them feel welcomed; organizing and attending evening events; organizing and leading mountain bike trips, hiking trips, canoe trips, etc.; assisting with the climbing wall; organizing and running afternoon family events and activities; running alternative rainy day activities and events; assisting with the weekly Entertainment Schedule; attending regular meetings; keeping an inventory of equipment; and making certain equipment is kept in good shape and working properly. Requirements: excellent communication and organizational skills; outgoing, enthusiastic, friendly, flexible and hardworking; experience and competence in biking, hiking, tennis, water sports and field games.

TENNIS PRO: Teaches tennis at all levels for adults, children and teens in group settings and privately; makes group lessons for children and teens interesting and fun; provides a schedule to post at the front desk of availability for private and/or group lessons; gets the practice balls and caddy from the sports shed for each lesson; and keeps an eye on the court conditions and equipment and promptly notifies the Entertainment Director if any repair or purchases are necessary. This position is not full-time and may be combined with another position (such as bartending or dining room server).

ART & CRAFT INSTRUCTOR: Provides interesting and varied art and craft projects for children, teens, adults and families. The projects should have an environmental/nature/educational theme. Is responsible for helping to order materials and keeping an inventory of materials throughout the summer. Communicates regularly with the Children's Program Director and the Adult Entertainment Director, and is also responsible for the organization, set-

up, clean-up and replacement of supplies, and keeping track of individual projects. This position is not full-time and may be combined with another position (most likely, working in the dining room or bar).

PHOTOGRAPHER: The person for this position needs to have previous experience and be able to catch on quickly to the essence of the Tyler Place and capture that essence in candid shots for sale to our guests. Good computer skills are necessary as part of the job requires you to transfer images onto a computer for guests to browse through each evening. You will oversee the order forms where guests check off photos they'd like to order (images will be burned onto a DC and mailed to the family after they leave). Other responsibilities include taking Children's Group photos each week, taking staff photos, and taking specific shots that we use for promotional purposes. We will supply the photographer with a digital camera, if necessary. Photos will be the sole property of the Tyler Place. In addition to your salary, you will be paid a commission reflecting a % of sales.

DINING ROOM

DINING ROOM MANAGER AND ASSISTANT MANAGER: Oversees all operations of the dining room, including: training and scheduling of approximately 20 staff; maintaining all equipment and supplies; conducting weekly staff meetings; planning special events; supervising daily duties; hosting; coordinating daily routines and/or special events with kitchen and entertainment departments; handling daily staff concerns and questions; etc. Applicants must have prior restaurant experience, with some knowledge of the bar. Good communication skills are important, as is being well organized and super friendly. A shrewd eye for small details is good. Also the ability to gracefully do a hundred things at once without appearing frantic!

SERVER: Provides efficient and professional service in the dining rooms including taking drink orders, serving beverages, clearing dishes, bussing tables, executing side duties (such as folding napkins, filling salt & pepper shakers, cleaning service areas, etc.), attending staff meetings and occasionally hosting. Applicants should be quick and personable, and have some previous restaurant experience, a sparkling personality, a good sense of humor and team spirit!

BUFFET ATTENDANT: Transfers food from kitchen to buffet under chef's specific requirements. Buffet tables should be beautifully decorated, kept neat and clean at all times, and attendants should know all food items on the menus, and learn to properly carve. No prior experience necessary. Applicants must be well organized, energetic, should have high standards of cleanliness and personal hygiene. They should also have an outgoing personality, a friendly smile, and be comfortable interacting with the guests.

MAINTENANCE

GROUNDSKEEPER: Responsible for the general beautification of the lawns and grounds surrounding the resort. Responsibilities include lawn mowing, weed whacking, landscaping, tree trimming, mulching, and equipment maintenance and repair. Also responsible for miscellaneous odd jobs under the supervision of the Maintenance Director.

SECURITY: Responsible for the security of the resort and its guests and staff during the evening hours (generally from 8 p.m. to 2 a.m.). Duties include turning off lights, locking up facilities, covering the pools, light maintenance duties, and cruising the property by car, bike or on foot to keep an eye on things. Should have very good communication skills and ability to handle stressful situations with tact, calmness, speed and common sense. Must have valid driver's license, a good driving record, and certification in CPR and First Aid (we can provide this).

GARDENER: Responsibilities include early spring bed preparation, care of perennials; helping to plan and plant window boxes, daily maintenance of all beds and window boxes, and post season clean up. Also includes gardening projects and instruction for children and adults, if interested.

BIKE MECHANIC: Responsible for the maintenance and repair of approximately 100 one speed bikes, 30 mountain bikes and assorted kids bikes, and for the daily rental and customer service of the resort bike shop. Must have previous bicycle maintenance and repair experience, excellent communication and organizational skills, and friendly and outgoing personality. Also responsible for miscellaneous odd jobs under the supervision of the Maintenance Director.

POOL MAINTENANCE: Responsible for the daily upkeep, cleaning and maintenance of the indoor and outdoor pool facilities, including the hot tubs, splash pad, grounds, bathrooms and changing rooms. May also help with miscellaneous jobs under the supervision of the Maintenance Director. Must be hardworking, friendly, knowledgeable and reliable.

DRIVER: Responsible for driving a variety of Tyler Place vehicles (vans, pick-up trucks and passenger cars) and transporting guests, staff and equipment. Must be at least 21 years of age and have an excellent driving record. A MVR (motor vehicle record) must be provided. Drivers must be from the USA, Canada or Mexico. This job is part-time and could be combined with a number of other positions at the resort, or would be a great way to earn extra income during your time off.

HOUSEKEEPING

DIRECTOR: Responsible for the overall management and supervision of the Housekeeping Department and staff. Responsibilities include: setting up for the season; hiring, training, scheduling, supervising and evaluating staff; storing supplies for the laundry and housekeeping; taking care of guest problems; working closely with the Maintenance Department and the Front Desk staff; purchasing; inventory; and post season clean-up and storage. Must have previous experience, excellent communication and organizational skills, and friendly and outgoing personality.

ROUTE SUPERVISOR: In addition to general housekeeper duties, the route supervisor is responsible for training, organizing and supervising the housekeepers that are responsible for a specific group (or route) of guest accommodations. Must be able to work every Saturday and have a valid driver's license and a good driving record. Previous experience at The Tyler Place and very good communication and organizational skills required.

HOUSEKEEPER: Responsible for daily housekeeping of our guest accommodations. Some of the duties include: making beds and cribs (changing if soiled in any way), cleaning bathrooms and replacing soap and toilet paper and removing and replacing dirty towels, washing the dishes, dusting, sweeping, mopping, vacuuming, changing light bulbs, and taking out garbage. Applicants must be able to work every Saturday. This is our "change-over" day and housekeepers are responsible for a thorough cleaning and set-up for incoming guests. Previous experience preferred. Applicants must be hardworking, punctual, responsible, able to work on a team, friendly and trustworthy.

PUBLIC AREA CLEANER: Responsible for cleaning all public areas of the resort which are mainly located at (or near) the Inn – lobby, lounge, bar, public bathrooms, teen rooms, dining room floors, bathrooms, bar, lounge, teen rooms, children's facilities, fitness center, craft studio and pool bathrooms. Must have previous experience and to be able to work without direct supervision. Must be responsible, hardworking, punctual, trustworthy and be able to see what needs to get done!

LAUNDRY: Responsible for running 3 washers (2 computerized commercial washers and 1 regular), and 4 dryers. Sorts all laundry (sheets, towels, blankets, kitchen uniforms and rags, dining room linens, etc.) and makes sure the detergent and bleach are being properly loaded. Helps with set-up and clean up at the beginning and end of the season. Previous experience preferred and must be flexible, friendly, hardworking and reliable. May also help with miscellaneous jobs under the supervision of the Housekeeping Director. Must be able to work in warm conditions!

SATURDAY HELPER: Must be able to work every Saturday during the season (May 26 to September 8). Saturday is our "change-over" day (the day that all our previous guests leave and new guests arrive) and helpers are responsible for assisting the housekeepers in getting all the guest accommodations ready for the new guests. Primary responsibilities include: making beds, cleaning kitchens and bathrooms, sweeping cobwebs, vacuuming, sweeping, mopping and taking out garbage. This is a full 8-hour day.

BAR

MANAGER: Responsible for the overall management of the bar and supervision of the bar staff. This includes set-up, breakdown and inventory of the bar, bar storage areas and soda machines at the beginning and end of the season; keeping an inventory of all equipment and purchasing new equipment if necessary; supervision, orientation, training, scheduling and evaluation of staff; organizing the weekly punchbowl parties and other special events; keeping the bar area well prepped, stocked and neat and clean; communicating regularly with the Entertainment

Director; and attending regular meetings. Must have previous experience behind a bar, excellent communication skills, friendly and outgoing personality, and be extremely knowledgeable regarding State and Federal Alcohol Laws. Must be comfortable checking legal ages when in question.

BARTENDER: Should have previous experience behind a bar (willing to train somewhat if necessary). Must be impeccably honest, responsible, dependable, assertive, outgoing (this is a very social job) and able to work in an often busy and fast-paced environment. Ability to mix a variety of drinks and solid knowledge of wine and draft beer. Other responsibilities include: set-up (and break-down) of weekly punchbowl parties and other special events; keeping the bar area well prepped, stocked, and neat and clean; and set-up and inventory of bar. Must be comfortable checking for legal ages when in question, including fellow staff members.

COCKTAIL SERVER: Works with other servers in an often busy and fast-paced lounge and dining room. Must be knowledgeable about mixed drinks, wines and beers. Must be friendly, responsible and outgoing. Responsible for the set-up and clean-up of the lounge and bar area, and of the weekly punchbowl parties and other special events. Some hosting and greeting of guests is also included. This is a part-time evening position and is often combined with a position in another department, such as lifeguarding, tennis pro, assistant entertainment director, etc.

FRONT DESK

FRONT DESK CLERK: Ability to handle multiple tasks and work under pressure in a fast-paced environment is important. Ability to solve problems and make sometimes disgruntled guests happy. Flexibility with work schedule, including weekends. Knowledge of The Tyler Place and surrounding area is helpful (must be willing and able to cram/learn all the myriad of information necessary to effectively deal with guests and answer all their questions). Responsibilities include: assisting guests with questions and requests; updating bulletin board and posting daily sign-up sheets for activities; handling guests/staff complaints and relaying these to appropriate department heads and/or managers; keeping front desk, lobby, and lounge areas neat and tidy; taking care of guest messages and faxes; filling requests for sitters, assisting guests/staff with movie video requests, filling t-shirt and maple syrup orders and charging accordingly for these and other items/services purchased by guests; key inventory and being sure keys are signed out/in. Other duties include: preparing welcome packets for incoming families; making copies for front desk and other departments; answering telephones; taking inquiries; filing inquiries; and assisting office with brochure and pre-arrival packet mailings.

NIGHT AUDITOR (11 p.m. to 7 a.m.): Responsibilities include: sorting and entering into the computer daily receipts and guests' charges; processing of guest bills; printing of reports including arrival and departure lists; nightly security checks; filling out nightly log report; and other tasks to assist the Front Desk clerks and Administrative staff. In addition, the night auditor assists the Operations Manager with biweekly timesheet organization, filing, weekly bill coding, and weekly bill filing. The Night auditor also acts as manager on duty (after the evening manager has left for the night) and reports all incidents/guest complaints to Security or Management. Requirements include: ability to work independently; available to work weekends and (if necessary) able to cover shift at last minute's notice; confidentiality; ability to deal with guests and staff in a pleasant and professional manner; and able to handle emergencies calmly and quickly.

KITCHEN

CHEF: Responsible for preparation of all meals served from the kitchen for adults, staff and older kids groups based on pre-determined menus. Assists in the maintenance of a clean, professional and orderly kitchen in accordance with Vermont Health Department guidelines and Tyler Place standards. Supervises and sets a good example for all other kitchen employees in the proper care of all kitchen equipment and in following kitchen policies and rules. Assists in the utilization and rotation of all food inventories with special attention to freshness and quality. Oversees dishwashing area, maintenance of dish machine and assists in training and supervising dishwashing employees. Works closely with Kitchen Manager and Purchasing Agent. PM Chef is also responsible for completing evening cleaning checklist, closing the night kitchen, and turning in kitchen keys to the Front Desk.

CHILDREN'S CHEF: Prepares all hot food for children's meals; supervises production of cold food; responsible for keeping on top of allergies and special diet requirements and meeting with parents, if necessary; trains and supervises the staff who help prep and serve the children's meals; assists in the preparation of food for staff;

stewards; cares for and maintains equipment; assists with inventory (utilization, rotation, items needed); maintains a clean and orderly workspace and kitchen.

COOK: Assists in preparing hot food for all buffet tables (adult, children, staff); stewards; cares for and maintains equipment; assists with inventory (utilization, rotation and items needed); preps food for the following day; and maintains a clean and orderly workspace & kitchen. Helps with supervision of dishwashers and prep cooks.

BAKER: Prepares and platters all breakfast breads, muffins, scones, etc. and dessert items for the adult and staff meals; cares for and maintains equipment; assists with inventory (utilization, rotation and items needed); assists with ordering; assists with supervision of employees; and maintains a clean and orderly workspace and kitchen.

PREP COOK: Prepares cold food for all buffets (adult and staff); prepares salads, sandwiches, etc. for picnic lunches; cooks food to be served cold (i.e. pasta, potatoes, etc.); preps food for the following day and makes intelligent decisions about leftovers; assists with inventory (utilization, rotation and items needed); cares for and maintains equipment; and maintains a clean and orderly workspace and kitchen.

DISHWASHER: Washes all plate ware, silverware, glassware, pots, pans and utensils; cares for and maintains equipment; maintains a clean and orderly workstation and kitchen. May be responsible for prep work (peeling and chopping vegetables, helping with plated appetizers, etc.) as required by cooks and chef.

KID'S MEAL PREP/SERVER: Prepares cold food for children's meals; heats hot food; transports all food items to children's facilities via golf cart; sets-up and breaks-down children's dining rooms (plates, bowls, silverware, cups, napkins, placemats, serving bowls, utensils, etc.); keeps buffet table replenished and makes sure hot foods stay warm; cleans up kitchen area (put away food, load & unload dishwasher, cleans counters, sweeps/mops floor, etc.); sweeps, mops and/or vacuums dining room floor; cares for and maintains equipment; assists with inventory (utilization, rotation and items needed); maintains a clean and orderly dining area and kitchen.

PURCHASER: Responsible for all the ordering, distribution and inventory of food and supplies related to the kitchen and meal preparation. Duties include supervising the Stock Clerk, working closely with the Manager and Chefs, and assisting in the kitchen as needed. Must have previous experience and excellent communication and organizational skills. Must also be trustworthy, punctual and detail oriented.

STOCK CLERK: Responsible for receiving items from purveyors, distributing these items to their appropriate place, and rotating items as needed. Keeps an eye on inventory and reports to Purchasing Agent when supplies are low or need to be re-ordered. Receives and unloads delivery trucks on a daily basis and makes sure all items are accounted for. Responsible for keeping the entryway, stairways, downstairs storage rooms and all walk-in coolers and freezers in immaculate shape – clean, organized, rotated, swept and mopped. Responsible for keeping the kitchen dumpster area picked up, swept and organized.