



Title: Maintenance Specialist

Company Overview: Little Arrow Outdoor Resort is a luxury campground and outdoor resort with 130+ accommodations inclusive of RV Sites, Cabins, Tiny Homes, Glamping Tents, Airstreams, and Vacation Homes. The resort features a boutique store, 24/7 coffee lounge, spa like pool and hot tub with a splash pad, dog park, club house, pavilion, community garden, basketball court, playground, tipi, hiking trails, laundry facilities, remodeled bath houses, and exciting activities and festivals. Our outdoor resort is located in Townsend, Tennessee just steps away from the entrance of the Great Smoky Mountain National Park.

Description: Do you enjoy the outdoors and being "hands-on"? Little Arrow Outdoor Resort is seeking a Maintenance Specialist who can ensure the resort grounds are kept looking well-tended and attractive. The Maintenance Specialist should have basic knowledge of electrical, plumbing, carpentry, and septic/water systems as well as a variety of landscaping maintenance and snow removal duties. You will regularly clear sites, mow lawns, weed, plant flowers, plow snow, remove debris from property grounds, and overall ensure the park is well-maintained. The Maintenance Specialist also works to ensure our guests receive quality customer service.

Job Duties:

- Upkeep of resort accommodations including Cabins, Tiny Homes, Glamping Tents, Airstreams, and Vacation Home.
- Empty trash, and perform maintenance or facility repair duties using shovels, saws, blowers, mowers, drills or other hand tools.
- Ensure sites and grounds are manicured appropriately.
- Pick-up trash and debris from common areas and streets on a daily basis. Empty common area trash containers as needed.
- Maintain vehicles and equipment.
- Report all park facility issues and concerns identified while performing daily duties to direct manager.
- Ensure the park is presentable at all times and to our standards.
- Safely operate vehicles for the purpose of performing job duties.
- Follow safety procedures while performing duties.

Position Requirements:

- Knowledge of and experience in general maintenance techniques
- Proficient skills in operating various hand tools, power equipment, and commercial machinery



Knowledge and Experience:

- High School Diploma, and some college level education, preferred but not required
- Previous maintenance experience in the resort/hospitality industry, *preferred*

Compensation:

We offer competitive salary commensurate with experience, paid health, vision, and dental insurance, PTO and sick days, and an IRA.

Job Type: Full-time preferred, accepting part-time if needed



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Title: Lodging Specialist

Company Overview: Little Arrow Outdoor Resort is a luxury campground and outdoor resort with 130+ accommodations inclusive of RV Sites, Cabins, Tiny Homes, Glamping Tents, Airstreams, and Vacation Homes. The resort features a boutique camp store, coffee lounge, pool and hot tub with a splash pad, dog park, club house, pavilion, community garden, basketball court, playground, tipi, hiking trails, laundry facilities, remodeled bath houses, and exciting activities. Our outdoor resort is located in Townsend, Tennessee just steps away from the entrance of the Great Smoky Mountain National Park.

Description: Do you enjoy the outdoors and paying attention to detail? Little Arrow Outdoor Resort is seeking a Lodging Specialist who can ensure each of our accommodations are kept to the highest standard. The Lodging Specialist should have basic knowledge of housekeeping duties, attention to detail, and ability to lift and move any items in the accommodations. You will regularly inspect each accommodation and thoroughly check it to make sure it is ready upon guest arrival. The Lodging Specialist also works to ensure our guests receive quality customer service.

Being successful at Little Arrow will look like:

Job Duties:

- Review arrivals and departures for accommodations
- Double check housekeeping list
- Check our Coffee Lounge
- Check our Housekeeping Room
- Departures - confirm guest in each accommodation has not left anything behind
- Inspect - check accommodations that were cleaned for the day
- Put packets in the housekeeping building that are turns for the day
- Leave Lodging cards out so guest knows you have inspected the units
- Clean Tags - put clean tag on keys at front desk after you have checked all the accommodations that were not arrivals/turns for the day
- Guest Services - help guest or front desk with miscellaneous items
- Shared Spaces - check for messes or trash and clean when time allows
- Maintenance - add necessary tasks to the maintenance list if you find that something needs to be fixed/taken care of in an accommodation
- Special Projects - find things that need to be worked on if/when there is spare time; mattress protectors, inventory condition, etc.

Position Requirements:

- Knowledge of and experience in general housekeeping techniques

Knowledge and Experience:

- High School Diploma, and some college level education, preferred but not required
- Previous maintenance experience in the resort/hospitality industry, *preferred*

Compensation:

We offer competitive salary commensurate with experience, paid medical, dental, and vision insurance, PTO and sick days.

Job Type: Full-time preferred, also accepting part-time if needed