



**Ways to apply:** Online at Indeed or ZipRecruiter, or by emailing an application to UKB Federal Corporation Human Resources department at [corporatehr@ukb-nsn.gov](mailto:corporatehr@ukb-nsn.gov)

## **JOB DESCRIPTION**

**Job Title:** Resort Manager

**Location:** Diamondhead Resort, Tahlequah, OK

**Employment Type:** Full-Time

**Salary Range:** (Based on Experience)

**Reports To:** UKB Federal Corporation Executive Director

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### **Position Summary:**

The Resort Manager is responsible for overseeing all aspects of operations at Diamondhead Resort, ensuring profitability, guest satisfaction, and alignment with the mission and values of the United Keetoowah Band (UKB) of Cherokee Indians in Oklahoma. The resort manager will lead resort operations, drive revenue, maintain high hospitality and safety standards, and integrate Cherokee culture into the guest experience.

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### **Key Responsibilities:**

#### **1. Leadership & Operations Management:**

- Oversee daily operations of the resort, including lodging, recreation, transportation, food & beverage, maintenance, and customer service.
- Develop and implement operational policies to optimize efficiency and ensure compliance with all tribal, state, and federal regulations.
- Lead, mentor, and manage department heads and staff to uphold hospitality excellence.
- Foster a work environment that promotes teamwork, accountability, and guest satisfaction.

#### **2. Financial & Business Strategy:**

- Develop annual budgets, financial goals, and revenue strategies in coordination with the UKB Federal Corporation.
- Monitor and control operational costs, optimize profitability, and ensure fiscal responsibility.
- Identify new revenue streams and implement pricing strategies to enhance financial performance.
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#### **3. Guest Services & Experience:**

- Ensure exceptional customer service standards across all departments.

- Develop and implement guest satisfaction programs, responding to feedback and complaints proactively.
- Oversee event planning, float trips, and recreational services to enhance the guest experience.

#### **4. Marketing & Community Engagement:**

- Work with the marketing team to promote the resort through social media, tourism partnerships, and advertising campaigns.
- Develop relationships with local businesses, tribal organizations, and tourism agencies to drive business growth.
- Ensure the integration of Cherokee heritage into the resort experience, including cultural events and educational programs.

#### **5. Compliance, Safety & Maintenance:**

- Ensure compliance with tribal, local, state, and federal laws regarding business operations, safety, and environmental regulations.
- Oversee maintenance and upkeep of all resort facilities, lodging, grounds, and equipment.
- Implement and enforce safety protocols for recreational activities, including float trips and river safety.

#### **6. Employee Development & Human Resources:**

- Oversee hiring, training, and development of employees to ensure a strong hospitality team.
- Foster a workplace culture that supports diversity, inclusivity, and professional growth.
- Ensure compliance with tribal employment laws and HR policies.

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#### **Qualifications:**

##### **Education & Experience:**

- Bachelor's degree in Hospitality Management, Business Administration, or related field (preferred).
- 5+ years of experience in hospitality management, resort operations, or related industry.
- Previous experience managing a tribally owned or culturally significant property is a plus.

##### **Skills & Abilities:**

- Strong leadership and team management skills.
- Financial acumen, including budgeting, cost control, and revenue management.
- Knowledge of hospitality trends, marketing strategies, and customer service best practices.
- Excellent communication and interpersonal skills to interact with guests, staff, and tribal leadership.
- Ability to develop partnerships with tourism boards, vendors, and local organizations.
- Passion for cultural preservation and the ability to incorporate Cherokee heritage into the resort's branding and guest experience.

##### **Physical & Schedule Requirements:**

- Ability to work flexible hours, including weekends and holidays as needed.
- Willingness to live in or relocate to Tahlequah, OK.
- Ability to perform light physical duties, such as walking the property, inspecting facilities, and supervising outdoor activities.

**NOTE:**

In reference to the Personnel Policy, Section 1-5 Employment At -Will. All employees who do not have a written contract with the employer for a specific fixed term of employment are thereby employed at the will of the employer for an indefinite period. Employment with the Health Center, without a written contract, is voluntary and therefore employees are free to resign at will at any time with or without cause or reason likewise, the health Center may terminate the employment relationship at will at anytime with or without notice and for any lawful reason deemed appropriate by the Tribe and Health Center staff or for good cause, bad cause, or no cause at all. This policy is commonly referred to as "employment -at- will."

**UKB and Tribal preference applies.**  
**Job description is subject to change.**

**EMPLOYEE SIGNATURE & ACKNOWLEDGMENT PAGE:**

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Employee's Signature

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Date