

Job Title: Revenue & Reservations Manager

Work for Indiana

Begin a fulfilling career with the State of Indiana by joining one of the largest employers in the state, offering a diverse range of opportunities across 60+ agencies. At the state, you'll find competitive compensation, a robust benefits package, and a commitment to work-life balance. Most importantly, you'll have the chance to make a real and measurable impact on the lives of Hoosiers across Indiana.

At the State of Indiana, we don't just talk about diversity and inclusion—we make it our goal to create a welcoming, accessible, and equitable workplace with a workforce that is representative of Indiana's population. As a proud equal opportunity employer, reasonable accommodations may be available to enable individuals with disabilities to complete the application and interview process as well as perform the essential functions of a role.

About the DNR Division of State Parks:

The Indiana State Parks system manages 24 state parks, seven small satellite locations, eight reservoir properties, two state forest recreation areas, and two off-road riding areas. Collectively, Indiana State Park properties manage more than 2,000 buildings, 700 miles of trails, 636 hotel/lodge rooms, 17 marinas, 75 launching ramps, 17 swimming pools, 15 beaches, 7,701 campsites, more than 200 shelters, 160 or so playgrounds, and 150 cabins.

Role Overview:

The Revenue & Reservations Manager serves as the position within the Division of State Parks that is responsible for effectively tracking all methods of incoming revenue from all sales channels, totaling approximately \$44M - \$50M annually. This position is also responsible for providing accurate revenue reporting to Division and Agency leadership within established timelines, resolving any discrepancies with revenue figures, and providing fiscal analysis and forecasting as requested. In addition, and related to the revenue responsibilities of this position, the Revenue & Reservations Manager is also responsible for providing ongoing support for the camping Central Reservation System (CRS) by researching campground reservations, processing refunds when needed, tracking camp gift card sales and redemption, overseeing the business rules creation and development, producing functional usage and occupancy reports, along with several other key components of ongoing administration of the CRS program.

Salary Statement:

The salary for this position traditionally starts at \$47,320.00 but may be commensurate with education or work experience.

A Day in the Life:

The essential functions of this role are as follows:

- Monitor key performance indicators to ensure program effectiveness.

- Assist in developing, updating, and monitoring all policies and procedures related to the program area.
- Answer customer questions about program policies and procedures.
- Act as technical consultant to stakeholders to clarify and interpret policies and procedures.
- Prepare and disseminate monthly and annual program reports.
- Review the budget and program assets are allocated appropriately.
- Monitor compliance and make recommendations to the program to increase efficiencies.
- Prepare training materials and train agency employees on program requirements and usage.
- Deliver communication plans and communications.
- Serve as a liaison between agency and other state and federal agencies.

The job profile is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

What You'll Need for Success:

You must meet the following requirements to be considered for employment:

- a Bachelor's Degree and 1+ year of experience, or
- an Associate's Degree and 3+ years of experience, or
- at least 5+ years of experience applying the below, outlined knowledge, skills, and abilities in a similar role.
- Related certifications and coursework may be considered for education or experience.
- Working knowledge in program subject matter obtained through experience and/or education.
- Specialized knowledge of program area including pertinent rules and regulations.
- Basic knowledge of all source materials and references including federal and state laws governing the programs.
- Ability to implement new principles and policies and discern any far-reaching implications.
- Ability to communicate effectively.
- The ability to apply general rules to specific problems to produce answers that make sense.
- Ability to work effectively with a wide variety of stakeholders.
- Working knowledge of accounting and budget principles.

Supervisory Responsibilities/Direct Reports:

This role may be utilized in a supervisory capacity based on agency needs.

Benefits of Employment with the State of Indiana:

The State of Indiana offers a comprehensive benefit package for full-time employees which includes:

- Three (3) medical plan options (including RX coverage) as well as vision and dental plans

- Wellness Rewards Program: Complete wellness activities to earn gift card rewards
- Health savings account, which includes bi-weekly state contribution
- Flexible work scheduling options, including the potential for hybrid remote work for employees whose work may be performed outside state facilities
- Deferred compensation 457B account (similar to 401k plan) with employer match
- Two (2) fully-funded pension plan options
- A robust, comprehensive program of leave policies covering a variety of employee needs, including but not limited to:
 - 150 hours of paid new parent leave
 - Up to 15 hours of paid community service leave
- Combined 180 hours of paid vacation, personal, and sick leave time off
- 12 paid holidays, 14 on election years
- Education Reimbursement Program
- Group life insurance
- Referral Bonus program
- Employee assistance program that allows for covered behavioral health visits
- Qualified employer for the Public Service Loan Forgiveness Program
- Free Parking for most positions
- Free LinkedIn Learning access

Equal Employment Opportunity:

The State of Indiana is an Equal Opportunity Employer and is committed to recruiting, selecting, developing, and promoting employees based on individual ability and job performance. Our policy is to provide equal employment opportunity to all people in all aspects of employer-employee relations without discrimination because of race, color, creed, religion, sex, national origin, ancestry, age, sexual orientation, gender identity, physical or mental disability, or veteran status. We will comply with the spirit as well as the letter of all applicable state and federal laws.

If you are a qualified individual with a disability and require reasonable accommodations to complete this application, you can request assistance by contacting the Indiana State Personnel Department at jobs@spd.IN.gov.

The State of Indiana has established a culture that welcomes equity, inclusion, and opportunity for all employees and applicants. We encourage you to apply if you feel you have the transferrable skills to be successful in this position and we look forward to reviewing your application.