

## Job Description

**POSITION:** Guest Services Supervisor

**LOCATION:** Broken River Ski Area, Craigieburn Forest Park

**REPORTING TO:** Ski Area Manager and/or Guest Services Supervisor

### CONTEXT

Broken River Ski Area is operated by the Broken River Ski Club. It offers an alternative to skiers, tele-markers and snowboarders who are looking to experience back to basics fun in the snow. Situated in the Craigieburn Forest Park, one and a half hours drive from Christchurch, it operates five rope tows; one day lodge; four accommodation lodges; a 7km access road and tramway.

The terrain at Broken River consists of a large open basin with easy access to the backcountry. Only the beginner and some intermediate areas are groomed, the remainder being off-piste. The club operates an extensive snow safety programme and is a participant in the NZ Avalanche Information Exchange and Advisory program. Six or seven staff are employed in management, ski school, snow safety, ticketing and accommodation, lodging, ski patrol, grooming and general maintenance.

The season runs from mid-June to early October. Given the small size of the operation, staff are required to contribute skills and work across several work areas. Staff accommodation is available on the mountain.

The ticket office and catered accommodation lodge are situated at the top of the Tyndall Tramway. Staff working here are the first 'face' of the Ski Area. It is imperative Club members and guests consistently receive a warm welcome and impeccable customer service. Visitors rely heavily on the advice and information that staff supply to ensure a rich and safe experience. The ticket office is a major hub of activity. It is normally open 8.30 to 11.30AM and 3.00 to 5.30PM. Club members and guests elect catered or non-catered accommodation. This role provides cover for the Guest Services Manager and Chef during their rostered days off.

For more information see [www.brokenriver.co.nz](http://www.brokenriver.co.nz)

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### PURPOSE OF THE POSITION

To provide customers excellent customer service, overseeing lower mountain operations and supervising the Administration & Guest Services Representative and Chef/Lodge Host and volunteers to ensure the ticket office, tram, accommodation and catering operate smoothly and efficiently. This position will be stand-in for the Administration & Guest Services Representative and Chef/Lodge Host, individually, during their absence or days off.

## WORKING RELATIONSHIPS

- (a) Ski Area Manager - primary reporting, support and tasking
- (b) Administration & Guest Services Representative – support and tasking
- (c) Chef/Lodge Host - support and tasking
- (d) Volunteers - support and tasking
- (e) Staff - assist where required, delegate, coach and support
- (f) Guests and Club members - friendly customer service
- (g) Committee and Club technical (support) champions - liaison, advice, direction and support
- (h) Neighbouring ski area staff and other agencies involved in the operation of ski area - liaison and support.

## TASKS

This position(s) will undertake some or all of the following. The mix of tasks and specific responsibilities will be clarified at the time of employment.

Areas of Responsibility	Actions that demonstrate work at the required level	Performance Indicators
<p>Oversee lower mountain operations, facilitating strategies and practices conducive to the efficient operation of accommodation and administration functions</p> <p>Deliver accommodation and administration functions</p>	<p>Supervise lodge and admin staff and volunteers in their daily and weekly work programs, providing support and delegating functions as required</p> <p>Communicate with guests to ensure strong communication and a sound interface between other key staff and guests. Address issues as relevant with other staff and/or guests</p> <p>Take bookings, allocate bunks and welcome guests. Assist to maintain lodges and services to guests</p> <p>Issue lift tickets and assist with on mountain retailing including licensed canteen and merchandise</p> <p>All relevant club processes and procedures followed</p>	<p>Staff and volunteers are informed and empowered to achieve efficiency and enjoyment in their daily functions</p> <p>Guests are housed, fed, informed and feel welcome</p> <p>Tickets are issued, merchandise is marketed and canteen/Ticket Office merchandise is stocked and returning a profit</p> <p>Revenue and expenditure correctly accounted and recorded</p>
<p>Lodges and Kitchens</p>	<p>Maintain, clean and tidy kitchens and lodges</p> <p>Provide services guests have purchased</p>	<p>Kitchens and lodges are well organised, safe and clean</p> <p>Kitchens are hygienic and adhere to FSA guidelines</p> <p>Guest expectations are met</p>

<p>Meals and Food</p>	<p>Meals are prepared and provided to up to seventy guests and staff as per guidelines set by the Chef</p> <p>Food prepared for Palmer Lodge canteen</p>	<p>Feedback from guests indicates meals are nutritious, delicious and timely. Special dietary requests are met</p> <p>Staple canteen menu supplemented with freshly made baking</p> <p>Stock and costs are controlled</p> <p>Wastage is minimised</p>
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Build & Develop Relationships	Engage, welcome and facilitate guests feeling at 'home' and included  Lead and coach those assisting you	Feedback from guests, colleagues and Club members indicate positive and productive relationships exist  Those assisting are clear what is expected of them, are trained and competent, and are finding it a positive experience
Assisting with other ski area tasks	Maintain assets  Operate tows and tramway  Clear snow as required from foot track and around lodges and ticket office  Assist in emergencies  Assist with events	Facilities are maintained and safe Ski lift operational procedures are followed  Decks and stepped walking access to the field are maintained  Visitors enjoy their experience and do not unknowingly place themselves at risk  The load is shared and participants feedback is positive

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Guest Services and Lodge Host Assistant will be required to accept and carry out other duties as assigned by the Ski Area Manager to contribute to the operation of the Ski Area.

## HEALTH AND SAFETY

Under the Health and Safety at Work Act 2015 we and you must take all practical steps to ensure your own safety while at work and that no action, or inaction, by you causes harm to any other person while at work. As Chef and Lodge Host you have specific responsibilities for training and supervising others, as directed by the Ski Area Manager.

This means:

- Ensuring every worker has, or is supervised by a person with, the knowledge and experience to ensure that they and others are not harmed while they work.
- Ensuring that workers are adequately trained in the safe use of plant, machinery and substances, and protective clothing and equipment is used.
- Ensuring that workers are made aware of all hazards they may be exposed to, or create, while at work.
- Informing workers what to do if an emergency arises while at work.

## EXTENT OF AUTHORITY

Standard operating procedures, policies complied with and delegations assigned to the position exercised.

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## **PERSONAL SPECIFICATIONS**

### **Essential Qualifications**

- Customer service, administration and/ or hospitality tertiary training required.

### **Experience**

- At least one year practical experience and knowledge in delivering quality customer service preferably in hospitality with cash handling, booking management and retail
- Cooking sustaining meals for large groups (30+people).

### **Key Abilities and Skills Requirements**

#### **Customer Service**

- Values meeting the needs of customers
- Maintains good relationship with customers
- Fosters an environment where customer satisfaction is valued and delivered
- Guests, Club members, staff and industry associates feel welcome and safe
- Feedback from customers positive.

#### **Planning and problem solving**

- Is able to plan and organise work and meet timeframes. Time management skills are key to getting the best results. You must possess the ability to recruit help where necessary - from both club members and other staff
- Is able to think of the consequences of actions over the short term and longer term
- Is able to consider the implications of actions on the work of others
- Able to stand outside a process or operation and see where improvements need to be made and puts in place a logical approach to achieving improvements.

#### **Emotional intelligence (Interpersonal skills and awareness)**

- Demonstrates an ability to understand self and others
- Demonstrates an ability to manage other personnel via delegation, foresight, problem-solving and conflict management
- Is able to actively listen, engage and learn
- Is able to communicate clearly and succinctly and present information using logic and coherence
- Is able to adapt to and work with people's differences to build strong relationships
- Maintain a constructive and open approach when dealing with parties
- Negotiates appropriately depending on target audience
- Seeks solutions rather than focusing on problems
- Flexibility and the ability to work as a team member are crucial attributes
- The ability to integrate well with and respect others within close quarters.

#### **Other Skills**

- Can troubleshoot simple computer issues and follow instructions to sort out issues with phone support

- Basic computer skills
- Is able to communicate clearly and succinctly and present information with logic and coherence
- Has a current driver licence.

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**SPECIAL CONDITIONS**

1. Must be physically fit, a competent skier/snowboarder and able to work and show agility in an alpine environment
2. Requires own transport and be experienced in driving in snow and ice and fitting snow chains
3. Live in shared accommodation on the mountain with meals provided.