

SCHEDULE A

Job Description

POSITION:	Guest Services Supervisor
EMPLOYER:	Broken River Ski Club
LOCATION:	Broken River Ski Area, Craigieburn Forest Park, Canterbury

CONTEXT

The Broken River Ski Area caters for enthusiastic skiers, tele-markers and snowboarders wanting back to basics, friendly and uncrowded fun in the snow. Scenically located 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 a funicular railway (the 'tram'). The Ski Area is open from early July to early October, weather and snow conditions permitting.

The rope tows service a large open basin but also provide easy access to the backcountry. Snow grooming is limited to beginner and intermediate areas, allowing off-piste conditions to be enjoyed on advanced terrain. The club operates an extensive snow safety programme and is a participant in the NZ Avalanche Information Exchange and Advisory program.

The Broken River Ski Area is maintained and operated by the Broken River Ski Club under lease and concession agreements with the Department of Conservation (DOC). A club subcommittee, the Winter Operations Team (WOT), manages winter operations on behalf of the club, including recruitment, training and oversight of ski area staff and volunteers.

The Ski Area Manager leads a small and committed 'on-mountain' team of highly qualified paid staff and unpaid volunteers during the winter season, responsible for daily operations including snow safety and grooming, rope tow and tram operation, access road maintenance, ski patrol, ski school, licensed canteens, catered and uncatered accommodation, bookings and sales.

A typical working day for paid staff is 9 hours of paid time plus unpaid meal & recreation breaks, with 5 days worked in the average week. Staff are required to be flexible and perform alternative duties to enable others to take time off. Shared accommodation is provided on the mountain for which a nominal Board is charged. Pay rates are competitive and other benefits of working at BR include a rewarding lifestyle, unforgettable alpine experiences and lasting friendships.

The Ticket Office is situated at the top of the tram that provides access from the Carpark to the Accommodation Lodges and the ski tows above. Staff located there are the first that customers meet and are relied on to provide impeccable service and a warm Broken River welcome.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

To take responsibility for operation of the catered and non-catered accommodation lodges, Tyndall Tramway and the ticket office, ensuring smooth and cost-effective processing of bookings, customer welcome and information, issue of lift tickets, canteen sales, financial administration, catering, cooking and cleaning. To also act on behalf of the Ski Area Manager on their days off or otherwise, as required.

Reporting to the Ski Area Manager, this fixed-term role's duties and responsibilities include:

- Plan, delegate, supervise and/or perform work required to deliver all functions relating to operation of the tram, ticket office and accommodation lodges ensuring that:
 - Customers receive a warm welcome and are well-informed
 - Bookings and sales are processed efficiently and due payment is received for all goods and services provided
 - Catered and non-catered accommodation is provided to the required standard
 - Catered Guests receive nutritional, varied and enjoyable dinners and breakfasts
 - The tram is maintained and safely operated, as directed by ski club technicians
- Lead and manage the performance of guest services staff and volunteers, providing clear direction, training, coaching and feedback
- Encourage and enable club member to participate in guest services operations
- Ensure staff, volunteers and customers know and comply with all applicable regulatory, industry and ski club requirements, policies, processes and procedures
- Assist in the operation of the on-field day-lodge and canteen, including food preparation

AREAS OF ACCOUNTABILITY & PERFORMANCE INDICATORS

- Daily guest services operations are safely delivered to the agreed levels of service and in accordance with regulatory, industry and club policies, processes and procedures
- The health, safety and wellbeing of staff, volunteers, club members and guests is prioritised and at the forefront of decision making at all times
- Guest services staff & volunteers understand what is required of them and form a strong team working collaboratively to deliver work to a high degree of customer satisfaction
- Club members feel included and provide valuable assistance to guest services operations
- Effective and productive relationships exist with other team members, club members, guests and the staff of other ski areas
- Critical issues are identified early and quickly, constructively and satisfactorily resolved
- Customers are satisfied with services received and enjoy the Broken River experience
- Ticket Office and Tram are staffed and operational at the advertised hours and:
 - All required tram tests and inspections are completed and issues promptly resolved in collaboration with the club tram subcommittee
 - Customer are suitably informed regarding the ski area and their responsibilities with information, instructions and marketing material posted where required
 - All goods and services on offer are promoted, to maximise revenue
 - All financial transactions are recorded and reconciled at the end of each day with tills and cash kept secure at all times
- Accommodation Lodges are kept well stocked, clean and tidy and:
 - required repairs or maintenance are promptly performed or arranged (with club).
 - bed nights are maximised and individual needs accommodated when possible, with care taken to ensure people sharing bunkrooms are compatible
 - Food is procured, stored and prepared in accordance with the Food Safety Plan
 - meals provided in catered accommodation are of a good quality and variety
- Information systems and required documentation and records are kept up to date and:
 - Opportunities for system and process improvements are taken
 - Written reports are provided to the Ski Area Manager, as required
- Any alternative duties assigned by the Ski Area Manager are satisfactorily completed

The Health and Safety at Work Act 2015 requires both employers and workers (paid or voluntary) to take all practicable steps to ensure worker safety at work and that no action, or inaction, by workers cause harm to any other person while at work. The Guest Services Supervisor has specific responsibilities for training and supervising others, including:

- Ensuring every worker is, 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 provided
- Ensuring workers are 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.

WORKING RELATIONSHIPS

- a) Ski Area Manager - primary reporting, training, support and tasking
- b) Guest Services staff & volunteers - supervision, support and tasking
- c) Other staff & volunteers - assist and support
- d) WOT – support, advice and employment issues
- e) Club Committee and other Subcommittees - liaison, advice, technical training and support
- f) Guests and club members - friendly customer service
- g) Neighbouring ski area staff and industry agencies - liaison and support.

EXTENT OF AUTHORITY

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

PERSONAL SPECIFICATIONS

Required Qualifications

- Emergency First Aid at Work certificate
- Accounting, business management and/or tourism and hospitality to NZ L4 (or equivalent)
- Licence Controller Qualification and/or Duty Managers certificate.
- Current New Zealand (or other applicable) drivers licence

Required Experience

- 3+ years practical experience in tourism and hospitality, including work in a kitchen
- 1+ years practical experience in hospitality business management, including leading a team to achieve results and substantive experience with online retail and accounting software
- Experience working in an alpine environment.

Personal Abilities and Skills

Leadership

- Behaves with openness, professionalism and integrity
- Communicates clearly and succinctly and presents information with logic, coherence and empathy regardless of audience or circumstances
- Uses sound judgment to make effective and timely decisions
- Demonstrates effective training and coaching skills
- Remains calm, approachable and diplomatic at all times, particularly under pressure
- Values working collaboratively in a team environment.

Emotional Intelligence (Interpersonal Skills and Awareness)

- Demonstrates an ability to understand self and others
- Proactively listens to, engages with and learns from others
- Adapts to and works with people's differences to build strong relationships
- Negotiates appropriately depending on target audience
- Considers the potential impact of their actions on the work and wellbeing of others.

Customer Service

- Values meeting the needs of customers
- Maintains good relationship with customers
- Fosters an environment where customer satisfaction is valued and delivered.

Management

- Has an excellent work ethic and is able to multi-task efficiently.
- Has an understanding and experience of risk management processes
- Can think outside of a process or operation to see where improvements need to be made and put in place a logical approach to achieving improvements
- Experienced user of Microsoft Word and Excel, Google Docs and third party software and can troubleshoot simple computer issues

Planning and Problem Solving

- Maintains a constructive and open approach when dealing with problems
- Is able to plan and delegate work, to meet exacting time-frames
- Can identify priorities and ensure time is allocated to these
- Is able to think of the consequences of actions over the short term and longer term

SPECIAL CONDITIONS

1. Must be physically fit and a competent skier/snowboarder
2. Requires own transport and experience in driving in snow and ice and fitting snow chains
3. Is comfortable with living in shared accommodation on the mountain with meals provided.

To ensure the employee is able to complete the required tasks as per their job description, the employer agrees to provide the employee the following personal clothing and equipment:

- a) Broken River uniform - all-weather jacket, trousers, and leather work gloves (one set, suited to the rope tow).
- b) Access to a two-way radio with chest harness/cradle.
- c) Rope tow harness and nutcracker.
- d) Bed, linen, duvet, and towels.

The employee is expected to provide some equipment for their personal use. The employer expects the employee to provide the following for the employee's personal use:

- a) Skis and poles or snowboard (or split-board).
- b) Ski or snowboard boots.
- c) Ski clothing, including spare gloves, glove liners, and a helmet.
- d) Transceiver

Note: *The above statements are intended to describe the general nature and level of work being performed, not an exhaustive list of all responsibilities, duties, skills and other requirements. From time to time the Guest Services Supervisor 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.*