

Job Description

POSITION: Guest Services Supervisor

LOCATION: Broken River Ski Area, Craigieburn Forest Park

REPORTING TO: Ski Area Manager

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.

A small number of other staff are employed in management, snow safety, guest services and accommodation, ski patrol, ski school, groomer driver/plant operator and chef/lodge host.

The season optimally 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. Board is charged accordingly in relation to room size and or sharing of the room.

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 and is normally open 8.00 to 10.30AM and 3.00 to 5.30PM.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

Ensure the smooth operation of the Ski Area facilities and services involving accommodation, retailing and marketing, ticketing, cash accounting, administration, guest and Club members' information and liaison. This position will be stand-in for the Ski Area Manager during their absence or days off. The position is supported by the Guest Services Assistant during days off.

WORKING RELATIONSHIPS

- (a) Ski Area Manager - primary reporting, support and tasking
- (b) Staff - assist where required, delegate, coach and support
- (c) Guests and Club members - friendly customer service
- (d) Committee and Club technical (support) champions - liaison, advice, direction and support (e)
- Neighbouring ski area staff and other agencies involved in the operation of the ski area - liaison and support.

KEY SKILLS

- Proven hard skills in the administration environment
- Efficiency in multi-tasking
- Approachable, even when under pressure
- Exceptional problem solver
- Strong decision maker, particularly under pressure
- Ability to delegate tasks (to both staff and Club members)
- Strong diplomacy
- Excellent work ethic.

AREAS OF ACCOUNTABILITY

Staff and Volunteer Management

- Provide, articulate and exhibit strong vision
- Manage performance including providing clear direction, training, coaching and providing feedback
- Review use of club policy and procedures and ensure that these are adhered to by all staff involved
- Identify critical issues and work with others to address them.

Performance Indicators

1. Staff and volunteers (including members) understand their role, what is required of them and deliver work tasked
2. A strong team working collaboratively to deliver a high degree of customer satisfaction
3. Issues identified and satisfactorily resolved early
4. Staff and volunteers enjoy the Broken River experience both at work and outside of work.

Deliver accommodation, retailing and administration services

- Plan and delegate work to deliver all functions relating to operation of accommodation, retailing and administration
- Staff, Club member and guest health, safety and wellbeing is prioritised and at the forefront of decision making
- Ensure all industry and Broken River Ski Area safety management plans are understood and adhered to
- Club assets, administration and financial processes are maintained and operated to industry best practice and documented Club policy and procedures
- Market and promote Broken River Ski Area. Protect brand and reputation
- Ensure that records and information systems are maintained and up to date
- Contribute to system and process improvement
- Provide a weekly overview of the accommodation, retailing and administration to the Ski Area Manager and Personnel Officer including financial and non-financial performance indicators, forecast, risks and issues
- Encourage the participation of club members where applicable
- Maintain a diary of issues and events which can be used to provide an end-of-season report to the Broken River Ski Club.

Performance Indicators

1. Levels of service are delivered to the agreed standards. Accommodation lodges are serviced and guests are satisfied. Tickets are issued, merchandise is marketed and canteen is well stocked and returning a profit
2. The accommodation, retailing and administration is run effectively, at all times protecting the interests and well-being of the club. Bed nights are maximised from enquiries received and individual guest needs accommodated when possible
3. Facilities maintained, safe and operative
4. All relevant club processes and procedures followed
5. Systems and processes enhanced
6. Revenue collected on the Ski Area is collated and banked
7. The Ski Area Manager and Winter Ops Team and supporting teams are well informed and able to support
8. Revenue and expenditure correctly accounted and recorded. Full and accurate records are provided
9. Guests, Club members, and industry associates feel welcome, well informed and safe.
10. Customers are well satisfied with the service received.

Build and Develop Relationships

- Build and maintain effective and productive relationships, both within the team and externally.

Performance Indicators

1. Feedback from staff, Club members, guests and associates shows positive and productive relationships exist.

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 Ski Area Manager will be required to accept and carry out other duties as assigned by the Personnel Officer or his delegate 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 Guest Services Supervisor you have specific responsibilities for training and supervising others.

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 provided.
- 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.

PERSONAL SPECIFICATIONS

Qualifications

- Level 4 qualification in accounting, business management and/or tourism and hospitality required
- St John Ambulance - Emergency First Aid at Work (or equivalent) is required
- Licence Controller Qualification Duty Managers certificate.

Experience

- Experience in leading a team to achieve results.
- At least three years practical experience and a detailed knowledge of hospitality and/or business administration
- Extensive experience operating and coaching others in MYOB online accounting software
- Advance to expert skier with extensive off piste experience.

Emotional IntelligenceKey Abilities and Skills

Leadership Ability

- Behaves with openness, professionalism and integrity
- Is able to facilitate and lead groups of people to solve common problems and consider innovative solutions
- Has the ability to use sound judgment to make effective and timely decisions
- Demonstrates effective training and coaching skills
- Is able to identify priorities and ensure time is allocated to these

- Values working cooperatively in a team environment.

Customer Service

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

Planning and Problem Solving

- Is able to plan and delegate work, meeting time frames
- Is able to think of the consequences of actions over the short term and longer term
 - Able to think outside of a process or operation to see where improvements need to be made and puts in place a logical approach to achieving improvements
- Is able to consider the implications of their actions on the work of others.

(Interpersonal Skills and Awareness)

- Demonstrates an ability to understand self and others
- Is able to actively listen, engage and learn
- Is able to communicate clearly and succinctly and present information with 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 problems
- Negotiates appropriately depending on target audience
- Seeks solutions rather than focusing on problems
- Works well with others.

Skilled Use of Knowledge

- Has a sound understanding and experience in hospitality, retail and office administration
- Has sound knowledge and experience in Microsoft Word and Excel, web booking systems and third party accounting software, or can demonstrate by way of example skills to be able to quickly learn to fill any gaps in knowledge
- Ability to troubleshoot simple computer issues and follow instructions to sort out issues with phone support
- Is able to communicate clearly and succinctly and present information with logic and coherence
- Can identify and effectively communicate potential improvements to systems and processes to others
- Develops service delivery improvement.
- Has a current New Zealand (or applicable) drivers licence.

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.