

SOVEREIGN LAKE NORDIC CENTRE

LODGE STAFF JOB DESCRIPTION

Our SLNC Lodge Staff are the first point of contact in many cases for our membership, and guests. Applicants must have exceptional communication skills, have a positive attitude and work in a dynamic and often fast paced collaborative team environment.

Reports to: Operations Manager

Schedule: October 29th, 2023 to April 14th, 2024

Competitive Wage: SLNC pays the Vernon, BC base Living Wage for Families rate of \$19.20/hr

SKILLS AND QUALIFICATIONS:

- Working knowledge of nordic skiing and ski area operations,
- Energetic and outgoing personality,
- Experience with registration systems,
- Ability to take direction, function independently and manage multiple tasks,
- Demonstrated problem solving skills and ability to think and act independently,
- Ability to function in a team environment,
- Good computer skills(website, timesheets),
- Occupational First Aid Level 1 or equivalent (Sovereign Lake can provide training),
- Superior communications skills in working with team members and the public.

GENERAL RESPONSIBILITIES:

Administrative:

- Handling cash and conducting daily cash outs independently,
- Operating POS for ticket sales,
- Assisting customers with online ticket sales,
- Book lessons when required,
- Creating, processing & printing of gift certificates,
- Ensure effective and organized documentation of rentals and waxing services,
- Monitoring, answering and referral of general telephone, web or email inquiries.

Facilities Management:

- Carry out daily maintenance of facilities,
- General clean-up, snow shoveling, wood delivery, garbage pick-up,
- Operating Quads and snowmobiles,
- Standard janitorial duties,

- Restocking of product,
- Responding to First Aid Emergencies,
- Aiding with clean up or take down of a special program events,
- Ensuring appropriate rental equipment is issued to all patrons.

Customer Service:

- Participating as part of the front counter customer service team,
- Provide friendly and prompt customer service at all times,
- Selling tickets and food, renting equipment, managing reservations for lessons and special events,
- Providing information about products, trails and upcoming events,
- Identifying customer service issues, resolving them where possible and identifying chronic systemic or staffing problems to the Guest Services Lead, Lead Lodge Staff or Operations Manager.

Please submit a CV to Gareth Ainslie, Operations Manager. admin@sovereignlake.com.