

## **SOVEREIGN LAKE NORDIC CENTRE**

### **Guest Services Lead**

Reports to: Operations Manager

Schedule: November 1st, 2023 to April 9th, 2024

Competitive Wage: Starting at \$21.00 Based on experience.

#### **SKILLS AND QUALIFICATIONS:**

- Working knowledge of nordic skiing and ski area operations,
- Experience with online registration systems and computer software platforms,
- Ability to take direction, function independently and manage multiple tasks,
- Demonstrated problem solving skills and ability to think and act independently,
- Demonstrated team leadership and supervisory skills,
- Ability to function in a team environment and be adaptable to change,
- Demonstrated strong administrative and delegation skills,
- Good computer skills (word processing, web and information management),
- Superior communications skills in working with team members and the public

#### **GENERAL RESPONSIBILITIES:**

##### **Leadership and Supervisory:**

- Act on behalf of the staff at weekly meetings with Operations Manager,
- Managing any scheduling issues that arise with Operations Manager,
- Assist the Operations Manager with recruitment and performance management of staff,
- Identify any safety concerns by staff or public, notifying the Ops Manager or GM for resolution,
- General supervision and assignment of tasks to lodge staff.
- Oversee regular monthly training and front end staff performance reviews on Point of Sale, Customer Service and Cash Management, reporting to the Operations Manager.
- Oversee lesson bookings and management system.

##### **Administrative:**

- Handling cash and conducting daily cash outs independently
- Assist the Operations Manager with oversight of Entabeni POS software system, including staff training
- Creating, processing and printing of gift certificates
- Utilize the [info@sovereignlake.com](mailto:info@sovereignlake.com) email responsibly, answer emails for general inquiries, while forwarding other inquiries to [admin@sovereignlake.com](mailto:admin@sovereignlake.com).
- Assist in oversight of WhatsApp communication for Lodge Staff as well as Volunteer Trail Crew,
- Ensure effective and organized documentation of rentals and waxing requests,
- Identifying issues, resolving them where possible and identifying staffing needs/problems

#### Facilities Management:

- Respond to First Aid Emergencies,
- Ensure Lodge is open and closed at correct operating times,
  - Coordinate and manage changes to staff schedules when sick and adjust as required during busy and quiet times,
- Act on behalf of the Operations Manager while away,
- Ensure daily maintenance and cleaning of facilities is carried out by lodge staff,
- Oversee and assist with general clean-up, snow shoveling, wood delivery, garbage pick-up
- Standard janitorial duties,
- Restocking of product, identifying when there are deficiencies,
- Coordinate with Operations Manager to determine facility maintenance needs.

#### Customer Service:

- Participating as part of the front counter customer service team
- Selling tickets and food, renting equipment, managing reservations for lessons and special events
- Identifying customer service issues, resolving them where possible and identifying chronic systemic or staffing problems to the Operations Manager.

#### Communications:

- monitoring, answering and referral of general telephone, web or email inquiries at [info@sovereignlake.com](mailto:info@sovereignlake.com),
- ensuring updating of daily information on website (weather, trail conditions, etc)
- ensuring updating of daily information on message boards(weather, trail conditions, etc)
- communicate with lodge staff regarding the days events/lessons and schedules

Contact Gareth [admin@sovereignlake.com](mailto:admin@sovereignlake.com)