

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. Other requirements include being prepared for the physical demands of the job and available to work through the holidays.

Reports to: Operations Manager & Guest Services Lead

Schedule: October 28th, 2024 to April 10th, 2025

Competitive Wage: SLNC pays a rate of \$19.75/hr

SKILLS AND QUALIFICATIONS:

- Working knowledge of nordic skiing and ski area operations
- Energetic and outgoing personality
- Experience with registration and POS systems
- Ability to take direction 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 (POS, website, timesheets)
- **Occupational First Aid Level 1** or equivalent is required (Sovereign Lake can provide training)
- Superior communications skills in working with team members and the public
- **Physically fit** - able to lift and/or pull 30 lbs and stand for long periods of time

GENERAL RESPONSIBILITIES:

Administrative:

- Handling cash and conducting daily cash outs independently
- Operating POS for ticket sales and retail purchases
- 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
- Represent frontline staff on a **Joint Health and Safety Committee**

Facilities Management:

- Carry out daily maintenance of facilities
- General clean-up, snow shoveling, wood chopping/restocking, and garbage pick-up
- Operating quads and snowmobiles
- Standard janitorial duties
- Restocking of product
- Responding to First Aid Emergencies (often outside for extended periods of time)
- 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, food and merchandise, renting equipment, managing reservations for lessons and special events
- Providing information about products, trails and upcoming events
- Identifying customer service issues and resolving them where possible
- Identifying chronic systems issues or staffing problems and communicating them to the Guest Services Lead, Lead Lodge Staff or Operations Manager

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