
Job Posting Details

Job Description

Position: Nordic Lead Hand, Indoor Operations
Department: Nordic Operations
Status: Seasonal Winter FT
Posting Date: Sep-10-2019

QUALIFICATIONS REQUIRED

POSITION: Lead Hand, Indoor Operations
REPORTS TO: Manager, Nordic Operations & Summer Programs
LOCATION: Nordic Centre at Mt. Washington Alpine Resort
TERM: Full-time winter seasonal with summer employment potential for the right candidate.

PRIMARY OBJECTIVES:

Delegate daily staff assignments, attend departmental meetings, assist in training. Enforce all rules, regulations and policies of Mount Washington Alpine Resort and assist with the daily operation of the Nordic Indoor Operations in conjunction with the Supervisor, Indoor Operations. The Lead Hand, Indoor Operations is expected to adhere to the policies and procedures of the Nordic Centre and Mount Washington Alpine Resort at all times.

RESPONSIBILITIES:

- Train new employees ensuring they have all the tools they need to be able to provide exceptional customer service.
- Assist in the daily supervision of Cashiers and Rental Techs with assistance from the Manager when needed.
- Function as an on-floor point of contact for all frontline staff, assisting with questions as well as guest, program and rental-related issues.
- Assist in the organization and implementation of Nordic lessons, tours, programs and events.
- Delegate and/or perform general janitorial duties as needed.
- Maintain appropriate staffing levels to achieve budgeted results and adjust to business volumes as needed while ensuring guests are being served quickly and efficiently.
- Communicate and liaise with other Supervisors/Lead Hands for guest service issues and/or program/lesson/tour/rental-related questions.
- Deal with monetary tasks/issues such as ensuring all cash outs are correct and submitted, collect change when required as well as record and report all Cash Room-related concerns to the Manager.
- Maintain proper inventory of stationary, gift cards, trail passes, maps and pamphlets.
- Monitor the Nordic email and phones lines; return messages, provide answers to guest inquiries, book lessons, etc.
- Provide regular and timely feedback to team members.
- Ensure staff breaks are covered and ensure the operation runs smoothly even if guest numbers exceed what was planned.
- Deal with unique guest inquiries or problems that have been escalated.
- Proficiently use the POS system, Siriusware, to process all sales and complete payment
- Stay up to date on all prices, programs, events and policies of Mt. Washington Alpine Resort and ensure team members are up to date as well.
- Perform additional duties such as assisting in the Retail, Rentals and Cafe areas as required.

- Be prepared to switch location at no notice depending on guest volume and weather.

QUALIFICATIONS:

- Minimum of 2 years' Guest Service experience on a front desk or equivalent in a similar field.
- Post-secondary education in Tourism, Hospitality and/or Business Administration is an asset.
- Demonstrated leadership qualities and the ability to make decisions that balance value to our guests and profitability to the resort.
- Scheduling flexibility and the ability to work more than 8 hours a day is required.
- Exceptionally knowledgeable of all resort-related information including hours of operation, events, promotions, and Nordic programs.
- Previous experience providing leadership and coaching to employees.
- Excellent knowledge of the Comox Valley and surrounding area as well as a passion for people and the outdoors.
- The ability to build and maintain strong relationships with our guests.
- Strong attention to detail and accuracy when handling cash.
- Excellent oral and written communication skills.
- The ability to remain calm under stressful and high-volume situations.
- Computer literate and able to learn large amounts quickly and to 'think on your feet'.
- Mature, friendly, and well-groomed.
- Knowledge of the sales program "Siriusware" is a definite asset.

TRAITS & COMPETENCIES:

- **Business Acumen:** ability to understand the business implications of decisions and the ability to strive to improve organizational performance. Awareness of business issues, processes and outcomes as they impact the guest's and the organization's business needs.
- **Improving Operations:** ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within Mount Washington Alpine Resort.
- **Leadership:** has the desire to lead others, including diverse teams. Sets direction and operates in keeping with an understanding of the industry, political climate, market dynamics and business priorities of the company.
- **Empowerment:** ability to share responsibility with individuals and groups so that they have a deep sense of commitment and ownership.
- **Change Management:** ability to support a change initiative that has been mandated within the organization. Can provide the ongoing guidance and support that will maintain enthusiasm and commitment to the change process.
- **Holding People Accountable:** can set high standards of performance and holds team members, outside contractors, industry agencies, etc., accountable for results and actions.
- **Communications:** Openly communicates in an honest, persuasive and articulate manner.
- **People Skills:** Treats people fairly, with dignity and integrity, to promote commitment and productivity. Develops others by providing a supportive growth environment and by coaching and mentoring. Demonstrates effective interpersonal skills and works cooperatively and effectively within and across organizational units to achieve common goals.
- **Relationships/Guest Focus:** Seeks and builds internal/external relationships and collaborations. Brings excellence to internal or external guests by focusing efforts on discovering and meeting their needs. Delivers and trains customer service as described in the *Above and Beyond* program.
- **Results Focus:** Focuses efforts on achieving quality results consistent with the MWAR current and future business strategies.