



Lodge Supervisor



JOB TITLE:	Lodge Supervisor
Reports to:	Operations Manager
Wage range:	\$16.00-20.00/hour
Status:	Seasonal up to 44 hours /week
Last Revision Date:	08/07/2019
Job Competition Closes September 16, 2019	

Job Summary

Reporting to the Operations Manager, the Lodge supervisor supervises lodge operations, including, but not limited to, the ticket office, rental shop, and food and beverage, as well as supervising cleaning of the lodge, cash management and supply ordering for Pass Powderkeg. The role will also assist in the creation of marketing materials, blogs and email newsletters. This position has a key role in insuring we are exceeding guest expectations by creating a friendly, inviting atmosphere.

- Duties & Responsibilities**
1. Provide exceptional guest service
 2. Oversee lodge opening and/or closing
 3. Staff scheduling for the ticket office, rental shop and food and beverage.
 4. Process sales, revenue reports, sales reconciliations and other cash management procedures
 5. Assist in waiver training for staff, and ensure waivers are being completed accurately.
 6. Order lodge supplies, including but not limited to janitorial, office supplies, food and beverages
 7. Monitor and report retail sales and manage inventory.
 8. Set bindings and fit equipment for guests
 9. Answer phone calls and emails from public and staff
 10. Provide ongoing communication between shifts, with supervisors and with staff. Ensure all methods of communication are correct and updated regularly
 11. Maintain required records, reports and other documentation as required.
 12. Ensure health and safety of workers under your direction, and escalate any safety concerns to Operations Manager
 13. Adhere to all policies, procedures and standards set by Pass Powderkeg including manuals, training and employment standards.
 14. Assist in creation of marketing materials, blog posts and other communication projects.

15. Other duties as required by the Operations Manager required for the operation of a ski hill (see special requirements below)

Knowledge, Abilities and Skills

1. Administrative or sales related experience within a ski area
2. Knowledge of ski area products
3. Excellent communication skills
4. Demonstrated ability to resolve conflict and guest issues
5. Ability to communicate and work with a variety of ages and skill levels.
6. Knowledge of the tourism industry
7. Previous guest experience and customer service experience required
8. Cash handling skills
9. Attention to detail
10. Post-secondary education in relation to Communications, Hospitality, Tourism or Business preferred
11. Ability to take initiative, be highly organized, effectively communicate and manage groups

Qualifications and Requirements

- Must be available to work 35-44 hours per week
- Must be available to work holidays, evenings and weekends
- Pro-Serve certified
- Food-Safe certified is an asset
- First Aid certifications are an asset for all Positions at Pass Powderkeg.
- Prior work experience in the ski industry is an asset
- Post-secondary education in ski area management, tourism, business, communications or other related field is an asset.

Independence and Scope of Impact

The work is mainly unsupervised and duties may require working alone. The incumbent may be expected to fill a variety of shifts and duties as required. The incumbent must exercise good judgement in the implementation of procedure. The incumbent's decisions have an impact on the Safety and the overall satisfaction of the clients. The work affects the image of Pass Powderkeg and the Municipality.

Working Conditions

1. Must be able to work flexible hours, including evening or weekend shifts
2. Must hold Class 5 Driver's License
3. The work is performed mostly indoors, however, as a Ski Hill, occasional outdoor work is required in all weather conditions including snow, wind, and cold).
4. May require call-outs
5. Some physical labour will be required including lifting up to 20kg

Special Requirements

The statements contained in this job description reflect general details necessary to describe the principal duties and responsibilities, the education and work experience, and the skills and abilities required. It should not be considered an all-inclusive listing of work requirements. Individuals may be required to perform other duties as assigned.

Please email resume and cover letter to:
info@passpowderkeg.com prior to 5PM September 16 2019.
Questions regarding the role can be sent to: info@passpowderkeg.com