



Guest Services Supervisor Winter 2018-2019

The Guest Service Supervisor provides a clean, friendly and memorable experience and environment for our guests. Primary responsibilities include anticipating guest needs, managing and resolving Guest Service issues, and supervising Guest Service staff including parking lot staff, basket check, info booth, and survey staff. As a customer focused organization, a crucial part of each employee's job is to get and keep guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Supervise the Guest Service function across the resort.
2. Prepare the guest services department preseason and close down department at the end of the season.
3. Oversee and implement department hiring, training, scheduling, budgeting, and payroll.
4. Manage and coordinate all Guest Services which include: Parking signage, basket check, seasonal locker rooms, lost & found, resort information, and other assigned duties.
5. Manage price and product information distribution in phase with the greeting, accompanying and departing of the guest.
6. Manage the "Make the Guest Right" program, including training, distribution and tracking within the Guest Service department.
7. Attend and participate in Super Team and operations meetings.
8. Hires, motivates, evaluates, and directs staff to ensure adequate guidance and resources to accomplish established goals and objectives. Ensures that all employees receive the training, support, guidance, feedback and resources necessary.

REQUIREMENTS

- 1 year certificate from a college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience
- Ability to maintain schedules in compliance and delegate responsibility, motivate and lead direct reports to achieve goals and objectives
- Valid driver's license

SCHEDULE

- Part-time seasonal position, approximately 5 months from November – March
- Hours vary based on business volumes
- Typical schedule includes Fridays, Saturdays and Sundays, which shifts varying between the hours of 7am – 5pm.
- Additional hours are required during holidays, vacation weeks, and for special events, with possible evening hours until 9pm

BENEFITS

- Winter 2018/2019 Season pass for yourself and dependents (spouse & children age 21 and under)
- Discounted memberships to Cranmore Fitness
- 30% discount on Food & Beverage at the resort
- Complimentary lift tickets and Mountain Adventure Park tickets
- Complimentary ski/snowboard lessons for yourself
- Discounts on seasonal programs for dependent children
- Complimentary rental equipment for yourself

Apply today by going to Cranmore.com/jobs or by submitting your cover letter & resume to hr@cranmore.com