

Key Result Areas:

Customer Service

Responsibilities

- Proactively greet and welcome all guests to Snowplanet in a friendly and efficient way
- Maintain a full knowledge of all products and specials to ensure all guests receive accurate information.
- Actively seek, and ensure all Snowplanet Teams are collecting Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.

Staff Management

Responsibilities

- Produce clear direction and coaching to Snowplanets Team on a daily basis
- Be instrumental in upholding Snowplanet's expectations for performance.
- Be conversant with and confident in your approach to employee related issues and management of these.
- Build and maintain great working relationships with the Snowplanet team.
- Collaborate with the Managers of Guest Services, Front of House, Kitchen, Rentals and SBS Teams and provide insights on peak trading hours/days to ensure effective rosters and staffing levels are appropriate for customer volume.
- Conduct ad- hoc individual coaching sessions to address urgent/essential knowledge gaps or development needs including practical and theory based examples.
- Provide timely and accurate employee appraisal evaluations; providing feedback to the respective area Managers on employees performance, goals and behaviours.
- Lead in and provide improvements to Snowplanets Customer Journey, services, processes and planning.
- Verify daily employee timesheets verses rostered hours.

Systems

Responsibilities

- Be fully conversant with, provide training, and process sales through Snowplanet's ticketing system, including those for future bookings.
- Be conversant with, and be able to process sales through 7 Summits ticketing system.
- Be fully conversant with the lesson scheduler, using this to accurately check rosters and daily bookings, and assign lessons and Instructors in an accurate manner to avoid operational issues and customer disappointment.
- Completing ad-hoc on snow ticket validity checks for fraudulent pass use. Taking necessary steps to remove and trespass wrongdoers as required.

Communication

Responsibilities

- Actively engage customers in conversation and use open questioning techniques to determine their needs, whilst identifying opportunities to up sell.

- Seamless daily communication with our Snowplanet teams (Guest Services, Rentals, F&B and SBS) ensuring the right information is easily accessed for their knowledge and use including promotions, groups, events, and concerns.
- Ensure communications off site, such as telephone calls and emails are answered in an efficient manner.
- Resolving issues prior to escalation, you will be confident in your approach to conflict.
- Keep up to date with all communication. Post updates on relevant information as required via Snowplanet's APP to ensure the relevant department/wider Snowplanet teams are across all developments.
- Proactively communicate to handover with the Duty Manager team/General Manager with any relevant information from your working day.
- Liaise with the Maintenance Team for urgent/essential maintenance and snow requirements.
- Proactively communicate any performance issues with the team members and their line manager, ensure follow up to address performance concerns.
- Proactively provide feedback, recognition and reward in a consistent manner across all teams.

Groups

Responsibilities

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs. Briefing all relevant Snowplanet teams enabling excellent customer service
- Fully understanding and implementing the specific controls regarding school supervision whilst on snow
- Being fully conversant with all children party products, and being able to provide information on these to all guests.

Health & Safety

Responsibilities

- Is the onsite first aider, attending accidents and incidents as required. Accurately documenting all first aider calls on a Patrol Incident Form.
- Keeping all guest and staff safety the upmost priority particularly when during participation in on snow activities in enforcing restrictions and removals on snow.
- Complete ad-hoc safety walks assessing staff process and competencies. Providing immediate feedback to address concerns and ensuring follow up with respective line manager for further reinforcement.
- Proactively managing on snow safety and crowd control with the implementation of fenced off 'no go' areas/lift lines and capacity control as required.
- Completing pre-opening safety and operational checks. Taking immediate actions on identification of a hazard to remove the risk or isolate item/area until resolved.
- Actively question any unsafe working practices and provide operational improvements
- Lead the team in reporting near misses or accidents should these occur.
- Report any risks, hazards, near misses or accidents in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.

Presentation and Cleanliness

Responsibilities

- Maintain a clean, tidy and safe facility at all times, demonstrating consistently high standards.
- Actively attend to daily upkeep requirements at regular intervals including bathroom facilities checks, floor debris removal, and returned equipment management.

Other

Responsibilities

- Overseeing all departments, you will actively assign team members to assist in areas of business need.
- Develop and maintain strong working relationships.
- Actively participate in weekly Duty Team meetings with the General Manger.
- Process all financial transactions accurately, ensuring monies received are correct.
- Participate in training, learning activities and professional development as required.
- Comply with all Snowplanet company policies and procedures
- Perform any other duties as requested within your range of competency by Snowplanet

Relationships

You will be responsible for developing and maintaining key relationships, including:

Internal

- Duty Managers
- Rental Team
- Guest Services Team
- Front of House Team
- Kitchen Team
- Maintenance Team
- Ski and Board School Team
- Internal Heads of Department

External

- Guests/Customers
- Contractors
- Visitors
- Group booking contacts (schools etc)

Reports to:

General Manager

Key Reports:

The Duty Manager is responsible for all staff on site during shift, including but not limited to:

- Guest Services Team
- Rentals Supervisors and attendants
- Front of House Supervisors and Attendants
- Kitchen Team
- Ski and Board School supervisors, coaches and instructors.

Key Qualities:

- Min 2 years Supervisory/Management exp.
- Strong Leader
- Clear communicator in both verbal and written forms
- Great listener
- Flexibility
- Intermediate Microsoft Office skill set
- A good work ethic
- Experience in dealing with the public
- Works well with others
- Willing to go the extra mile
- Empathy, patience and consistency

- Works proactively under own initiative
- Professionalism
- Problem Solver
- Adaptable