

# GUEST OPERATIONS MANAGER

## Position Description:

Reporting within the cooperative Management Team, the Guest Operations Manager is responsible for the successful guest experience delivery operations of the area as a ski hill during the winter and with supplementary activities during the off-season (including but not limited to guest services, emails, phone calls, rentals, snow school, programs, food and beverage, human resources in these areas, and on-site day to day operations).

The Guest Operations Manager ensures the core programs of Guest Services area, Rental Shop area and related program areas operate according to all applicable regulatory requirements, operates the programs according to the Board approved operating budget & procedures, and ensures exceptional customer service is provided by every employee reporting to them.

The position will work in partnership with the other ESC Site Operations Managers and the growing support structure team. There will be an expectation of significant cross-training and mutual support with management expertise between the management roles at the Edmonton Ski Club.

The successful candidate should possess relevant education supplemented by management, leadership and operational experience. Experience and/or an extensive knowledge of the ski and snowboard industry is essential. You will be a hands-on manager identifying opportunities and solving a wide variety of problems and concerns. You are proactive, committed to safety and quality service. You have demonstrated strong interpersonal and communication skills with experience in dealing with the public and staff. You are a leader and mentor who creates a safe and positive work culture.

## Responsibilities:

- Provides excellent guest service to internal and external guests, creates a positive, family-oriented and lively atmosphere
- Directs and coordinates the programs and operations of the facility, as a “working leader”
- Acts as a community ambassador for the Edmonton Ski Club
- Manages and supports staff to ensure safe and efficient operations are in place
- Oversees the programs and departments run according to budget, policy and organizational expectations
- Works with the other management and assembled team members to ensure appropriate risk management and operational policies and procedures, as they relate to lift and other outdoor operations are observed
- Operates the facility according to Board-approved operational requirements, Board-approved policies and procedures and all applicable regulatory standards
- Identifies and pursues opportunities to improve the sustainability of the organization, including energy efficiency, water use, environmental practices, etc.
- Identifies and pursues opportunities to increase revenues, streamline safety practices, complete inspections and upgrade the programs, as approved by the cooperative Management Team
- Monitors and controls costs utilizing a computerized financial accounting system

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- Monitors performance, adjusting operations as necessary to meet or exceed revenue goals
- Works within the cooperative Management Team to develop annual operating budgets, operational plans and long-range goals
- Ensures adequate financial accounting and transaction with guests, through the POS system and related programs and software packages
- Acts as the front line manager for any guest concerns and acting in best interest of all parties involved to ensure client satisfaction while maintaining sustainable business practices
- Develops and delivers comprehensive training for supervisors and all related staff groups
- Plans, support and oversee special events in partnership with the management team
- Promotes and designs digital, social and marketing materials
- Completes other activities as assigned

### **Qualifications:**

- Education and/or experience in Ski Area Management
- Previous experience in a managerial position
- Program planning and delivery experience for exceptional guest experiences
- A successful record of financial performance is an asset
- Risk management experience and safety training is an asset

### **Other Skills or Abilities:**

- Excellent leadership and interpersonal, communication (including ability to handle crisis communication as needed)
- Strong planning, business, financial, and guest service skills
- Excellent presentation and negotiation skills
- Computer skills for word processing & spreadsheets
- Ability to develop and maintain effective working relationships with a broad range of individuals and groups
- Ability to prioritize multiple issues and manage changing circumstances
- Ability to work in adverse weather conditions and work a schedule that includes weekends and holidays

### **Compensation/Work Schedule:**

- This is a full-time seasonal position, beginning in September and ending in April, on an annual basis.
  - As a member of the cooperative Management Team, you are expected to be on site at all times during operating hours as scheduled. This consistent site coverage is shared between all cooperative Management Team members
  - Hours outside of published club operating hours will be required
- Salary is TBD based on experience. Salaried positions are noted as unlimited hour positions, based on general criteria of 44 hours per week
- Availability expected is on a combination of weekdays/weekends/day shifts/evening shifts and special event operating hours

AMENDED: Aug 14, 2024

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