



Employer Batawa Community Sports Inc (Batawa Ski Hill)  
 Title Guest Services and Rentals Night and Weekend Supervisor  
 Status Seasonal  
 Department Guest Services  
 Report to Administration Manager

**JOB SUMMARY**

Guest Services and Rentals Night and Weekend Supervisor is a seasonal position. Responsible for ensuring 100% guest satisfaction from the moment a guest arrives at Batawa Ski Hill. You will serve as the main point of contact for all Guest Services and Rentals Representatives. A pleasant attitude and excellent customer service skills is a must along with some cash handling experience.

Guest Services	Rentals
<p><b>DUTIES</b></p> <ul style="list-style-type: none"> <li>Responding to customer needs: selling programs, lift tickets, snow school lessons and retail items; answering telephone inquiries; booking snow school lessons; and other duties as assigned</li> <li>Responds quickly and politely to requests from guests, supervisors or management in a timely, friendly and efficient manner and follows up to ensure guest satisfaction</li> <li>Strong knowledge of programs, retail inventory, rates and emergency procedures</li> <li>Handles all payments; processes cash, cheque, debit and credit card transactions. Counts cash register floats and signs off on daily summary reports</li> <li>Processes customer refunds</li> <li>Respond to customer complaints</li> <li>Supervise a staff of 3-5 in Guest Services and Rentals</li> <li>Balance cash floats at the end of the shift</li> <li>Lock up procedures</li> <li>Provide accurate lift tickets (i.e.: timing, type of pass, color, etc)</li> <li>Maintains supplies, neat and organized to department standards</li> <li>Follows and enforces Batawa Ski Hill policies and procedures</li> <li>Cleaning of guest services and rentals area (vacuuming, removing garbage, wiping counters)</li> <li>Other duties as assigned by supervisor or management</li> </ul> <p><b>REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>Able to work independently, ability to prioritize and ability to multi-task</li> <li>Requires standing/walking/bending throughout shift</li> <li>Great customer service skills, verbal, and written skills</li> <li>Must exhibit courteous hospitality at all times and must be proactive</li> <li>Able to demonstrate problem solving skills and ability to project a positive attitude over the telephone and in person</li> <li>Able to work all shifts and flexible schedules including weekends and holidays</li> <li>Previous customer service supervisor experience an asset</li> <li>Must work well under pressure</li> <li>Good knowledge of the community of Batawa.</li> <li>High School Diploma required</li> <li>Demonstrates a professional image at all times through appearance and uniform dress</li> <li>Strong work ethic and commitment to excellence</li> <li>Knowledge of emergency procedures</li> <li>Computer literate, Microsoft Office software understanding</li> <li>Successful completion of tests (WHMIS, online Safety Awareness Training, or other department requirements)</li> </ul>	<p><b>DUTIES</b></p> <ul style="list-style-type: none"> <li>Service and repair rental equipment according to established guidelines</li> <li>Ensure rental forms are completed accurately and signed off by a renter or guardian</li> <li>Fit bindings and rental equipment for guests according to sizing charts and manufacturer's specifications</li> <li>Inventory equipment weekly</li> <li>Prioritize work orders in an expedient manner</li> <li>Adhere to health and safety procedures while using tools and equipment</li> <li>Respond to customer complaints</li> <li>Maintain organization, cleanliness and abide by H&amp;S standards</li> <li>Use of hand tools; screw drivers, power tools, irons and wax</li> <li>Adhere to Batawa Ski Hill policies and procedures</li> <li>Waxing and basic tuning of customer equipment</li> <li>Cleaning of guest services and rentals area (vacuuming, removing garbage, wiping counters)</li> <li>Other duties as assigned by supervisor or management</li> </ul> <p><b>REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>Able to work independently, prioritize and multi task</li> <li>Requires standing/walking/bending/ lifting/ carrying throughout shift</li> <li>Great customer service skills, verbal, and written skills</li> <li>Demonstrate problem solving skills and ability to project a positive attitude over the telephone and in person</li> <li>Able to work all shifts and flexible schedules including weekends and holidays</li> <li>Experience with basic service tools</li> <li>Ski and snowboard knowledge is preferred</li> <li>Strong work ethic and commitment to excellence</li> <li>Knowledge of emergency procedures</li> <li>High School diploma</li> <li>Demonstrates a professional image at all times through appearance and uniform dress</li> <li>Successful completion of tests (WHMIS, online Safety Awareness Training, or other department requirements)</li> </ul>

**Application Procedure:**

1. Complete online application form at <https://goo.gl/forms/tpGuhi70u7EKOnUf2> ( link can also be found on our website under Employment )
2. Submit resume to [admin@batawaskihill.com](mailto:admin@batawaskihill.com) or drop off at (or mailed to): Batawa Ski Hill, 99 Ski Club Lane, Batawa, ON K0K 1E0. For more information please call 613-398-6568.

