



Job Description

Job Title: Guest Services Supervisor	Department: Guest Services
Reports To: Operations Manager	Status: Full Time - Non-exempt

JOB SUMMARY

Leaders are responsible for executing Detroit Mountain's Guiding Principles and Priorities in the day to day management of staff and operational functions. Using an eye for detail and a passion for providing excellent internal and external customer service, the DM supervisor will model safety, friendliness, appearance, and efficiency to create a world class experience for all guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential job duty and responsibility satisfactorily.

Guest Services

- Expert in product knowledge, payment processing and Point of Sale, group sales and booking
- Provide training and support to staff on Point of Sale, product knowledge, guest service, and DM information.
- Daily ticket sales, and season pass sales, providing support to all walk up traffic
- Ensure that staff adhere to standards and are both professional and productive through their shift.
- Must be able to communicate and handle personnel needs and concerns.
- Responsible for various administrative duties such as conducting inventory, cash handling procedures.
- Must be knowledgeable of all facility opening and closing procedures.
- Maintains a clean, organized and safe work environment.
- Monitor lines to make sure guests are taken care of quickly.
- Communicates guest volume and business needs with Manager on Duty.
- Problem solve as needed, seek advice and support from Immediate Supervisor and/or Manager on Duty.

Supervisory Duties

- Supervise and train all Guest Services Staff in exceptional guest safety and service
- Hire, schedule employees working directly with other members of the management team for assistance
- Provide training and support to staff on POS, product knowledge, and DM information.
- Ability to interact and maintain positive relationships with guests, co-workers and management and provide excellent customer service.
- Support other departments as needed.

Manager on Duty

- Ensures that guests are satisfied and a positive outcome is met with all issues that arise.
- Offer assistance to all areas both inside and outside operations.
- Responds quickly to all needs that may arise and communicates effectively with other managers, ski patrol and employees.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Passion for Excellent Customer Service and Event Planning
- Strong attention to detail as well as organizational and observation skills
- Excellent communication and interpersonal skills, must be friendly, personable and comfortable working with people.
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- General Computer Skills
- Ability to interact and maintain positive relationships with guests, co-workers and management.

PHYSICAL REQUIREMENTS

- Must be physically able to be on feet for extended periods of time: stand for long periods of time.
- Must be able to handle exposure to inclement weather at times
- Must be able to bend, lift, and twist repeatedly.

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Experience working in the industry is preferred, but not required.