

Detroit Mountain Recreation Area - Job Description



Job Title: Operations Manager - Guest Services	Department: Guest Experience
Reports To: General Manager	Status: Full Time – Exempt

JOB SUMMARY

Managers 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.

- Plans, coordinates and communicates changes as needed to provide best guest experience possible, helping with streamlining all departments.
- Supervises department managers and supervisors in areas of Guest Experience, Mtn. Cafe and Bar Services.
- Works alongside and closely with Operations Manager in Rental Shop and Business Office Manager to create a world class product for all guests regardless of department.
- Creates and maintains the annual operations schedule and events calendar. Working directly with the General Manager and leadership team to help with planning and developing events and promotions.
- Provides support to General Manager for annual fundraising events
- Responds quickly to all needs that arise and communicates effectively with department managers.
- Organizing and helping prepare all departments for seasonal hiring. Participates in hiring, onboarding and training of all staff.
- Maintains Manager on Duty Schedule and works with other managers to create coverage and work/life balance for all leaders.
- Coordinates and communicates daily operations and special events with all departments in a timely manner.
- First point of contact and incharge of special events and private parties, responding quickly to requests via phone and email, working with other departments to help meet the needs of the event.
- Confidential in the job offer process, handling wages scales and providing offer letters to final candidates.
- Must be able to communicate and handle needs and concerns efficiently and effectively, building a culture of teaching and educating both staff and guests.
- Provides leadership and direction to guest experience departments and their staff.
- Provide training and support to staff on Point of Sale, product knowledge and DMRA Information.
- Ensure that staff adhere to standards and are both professional and productive through their shift.
- Work with issues that arise and communicate quickly and effectively to prevent gaps in coverage.
- Communicate frequently to other departments including Lift Operations, Rentals and Food/Beverage regarding events or school groups that require staffing.
- Knowledge of Ticket, Rentals, Lessons, and the Resort as a whole, helping with opening and closing procedures.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication and interpersonal skills must be friendly, personable and comfortable working with people.
- Strong conflict resolution skills, focused on positive outcomes for both parties involved.
- Ability to maintain professionalism during periods of high pressure
- Strong computer skills, expert level use of Word, Excel, and Google Docs.
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- 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.
- Must be able to bend, lift, and twist repeatedly.

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Experience working in a high level management position, leading groups and providing performance based outcomes.
- 4 year degree in business or equivalent and/or work experience equivalent to degree.