

# ADMINISTRATIVE & OPERATIONS ASSISTANT JOB DESCRIPTION MISERY MOUNTAIN SKI AREA



## POSITION SUMMARY

This position provides a variety of services to our guests and generally strives to make each and every guest visit enjoyable. Work can be very fast-paced, especially during peak hours. This person works in a variety of areas throughout the hill providing direct support to the managers, primarily in the office, to help ensure the efficient overall operation of the club.

## SPECIFIC ACCOUNTABILITIES

- ~ Greet visitors immediately when they arrive
- ~ Answer telephones and record phone messages for out of office times
- ~ Update the Facebook page, google calendar, phone, email and website daily
- ~ Book lessons, recommend lesson programs and prepare lesson packages for the instructors
- ~ Use word processing and spreadsheets to prepare and edit reports and memos as required
- ~ Open, sort, distribute and respond to correspondence of all types
- ~ Maintain office supplies
- ~ Operate and maintain office equipment such as photocopiers, laminating machine, voicemail messaging system and computer scanning equipment
- ~ Track and sell season passes, lift tickets, gift certificates and other promotional items
- ~ Assist with mail and coding of invoices
- ~ Maintain petty cash
- ~ File and keep the filing system up to date
- ~ Assist customers in booking programs that are offered by Misery Mountain
- ~ Track employee training and certifications
- ~ Assist with cash outs, maintain floats, create and deposit bank deposits
- ~ Edit, format and/or transcribe material notes from the various managers
- ~ Be knowledgeable about the various products and services Misery Mountain offers
- ~ Be aware of promotional & special events, school bookings, corporate and group functions in order to relay and help direct staff for these events
- ~ Maintain and promote staff morale through positive attitudes and social aspects of the Misery Mountain working environment.
- ~ Responsible to ensure that all patrons have read, understood they are waiving of certain rights and all questions are answered, when completing legal documents
- ~ Assess patrons ability to use lifts and abide by the Alpine Responsibility Code
- ~ Follow all safe work practices
- ~ Responsible to help implement and upkeep safety programs
- ~ Assist with monitoring employee hours
- ~ Calculate employee time sheets in coordination with General Manager
- ~ Assist to coordinate and prepare for promotional events, ensuring these events go smoothly
- ~ Keep up-to-date records of lessons/learners in database for future reference
- ~ Oversee cash out and ensure proper procedure is followed and everything is put away upon closing
- ~ Will assist with cleaning in the chalet/bathrooms/outside deck/bar
- ~ Help maintain bar inventory, pick up liquor/pop and stock in coolers
- ~ We are a team at Misery Mountain and as a member of that team, you may be asked to assist other departments or you may draw upon help from other staff members to help you achieve your goals. Through this type of environment, we ensure Misery Mountain is operated effectively and efficiently
- ~ Perform other responsibilities when required as directed by the General Manager

# **ADMINISTRATIVE & OPERATIONS ASSISTANT JOB DESCRIPTION MISERY MOUNTAIN SKI AREA**

## **SKILLS, INTERESTS AND VALUES**

- ~ Have an outgoing, approachable and friendly personality and show commitment to exceed guest expectations at all times.
- ~ Good organizational and time management skills.
- ~ Must be proficient in word processing and spreadsheet programs and possess good punctuation and grammar skills.
- ~ Ability to work with minimal supervision and work independently.
- ~ Well-developed interpersonal skills to interact with customers of various ages with animation and patience.
- ~ Ability to relay work instructions to staff as directed by the Manager(s).
- ~ The ability to pay close attention to detail, find mistakes and errors and fix them.

## **WORKING CONDITIONS**

- ~ Position is primarily non-physical with intermittent periods of sitting or standing within an office.
- ~ This position is seasonal and hours of work are primarily on weekdays, weeknights, weekends and holidays.
- ~ The length of a working day may vary depending on how busy the ski area is or deadlines that need to be met for a particular project.
- ~ A clean, up to date Vulnerable Sector Check and Intervention Record Check are required for anyone 18 years of age or older is a requirement prior to starting.

## **PERSONAL REQUIREMENTS**

- ~ There are no standard education requirements for this position but the applicant must be proficient with spreadsheets, word processing programs and formatting.
- ~ Must at all times be fit for duty and not under the influence of any forms of drugs or alcohol be it prescription or recreational
- ~ All staff over 16 years of age will be part of the evacuation team and must be fit for duty to climb towers and ladders, properly rig evacuation belay devices, ensuring all components are in correct operational status, and be responsible for the lives of our patrons

## **REPORTING RELATIONSHIPS**

Reports To:                   General Manager & Assistant Manager

Supervises:                   None. Will help relay tasks from supervisors to other team members and may direct team members with smaller tasks (ex. End of the day clean up).