

Coordinator – Accommodation (Live-in – Turoa)

Ruapehu Alpine Lifts Position Description



Business Area: Commercial

Location: Turoa Ski Area

Reports to: Ski Area Commercial Manager

Date: January 2016

Position Purpose

To provide effective oversight and supervision of the Turoa Accommodation facilities and guests.

Key Relationships

Internal:

- Ski Area Commercial Manager
- Ohakune based accommodation guests
- Payroll
- Other departmental staff

Key Accountabilities

Operational

- Ensure all Ohakune based accommodation guests are welcomed and inducted upon arrival at the multiple accommodation locations. Induction includes: Tenancy Agreement, Lodge Rules, Hazards and Fire Evacuation procedure.
- Optimise Accommodation occupancy and advise Ski Area Commercial Manager and Payroll of known guest departure dates.
- Ensure a thorough and efficient service is provided to guests.
- Ensure rules and regulations are understood and adhered to by guests.
- Take EFTPOS/ cash/ cheque payment of rent in advance, key deposit and energy fee when guests move in and organise signing of wage deduction forms.
- Provide a fortnightly reconciliation of all rent and other expenses received.
- Keep accommodation spreadsheets current and liaise with payroll regarding any changes.
- Organise daily and scheduled cleaning of all Ohakune based accommodation common areas. If necessary organise clearing of snow for entrances and decks.
- Organise pick-up and drop off of linen each week. Coordinate drop off and pick up of linen with guests.
- Undertake periodic room inspections and final room inspections.
- Advise Ski Area Commercial Manager of any maintenance issues and suggested solutions.
- Advise Ski Area Commercial Manager any serious breaches of rules and regulations, and any serious behavioural problems associated with guests, and discuss as to what course of action to be taken. Referral to HR Manager may be necessary.
- Undertake Trial Fire Evacuations, training and coordination of Fire Wardens.
- Ensure all work areas are clean, tidy, maintained and ready for service and all tasks are completed with the appropriate products and equipment.
- Provide a safe and harmonious environment for guests ensuring all safety and operational checks have been completed, thoroughly and within set timeframes and that quality standards are maintained at a high level.
- Competently operate the Point of Sale and EFTPOS system as required.
- Deal with complaints, compliments and suggestions in helpful and empathetic manner.
- Provide assistance to your fellow team members at all times.
- Attend and participate in weekly staff meetings and any scheduled full departmental or company staff meetings.
- Carry out projects as requested by the Ski Area Commercial Manager and perform any other duties required to enhance the performance of the company and assist in achieving company goals.
- Actively foster a service-focused culture within the company.

Health & Safety and Compliance

- Adhere to all company Health and Safety policies, procedures and standards, including the Hazard ID and Accident Reporting processes.
- Maintain a neat, tidy and professional appearance at all times, in compliance with the RAL Uniform and Appearance Policy.
- Adhere to all company policies and procedures as applicable.

Communication

- Build effective working relationships with a wide range of people through the use of clear and concise speech and effective listening skills.
- Respond in a positive and proactive manner to feedback from the Ski Area Commercial Manager.
- Maintain an approachable and co-operative persona with co-workers and customers, both internal and external.

Qualifications, Attributes, and Experience

Skills, Knowledge and Experience

- Previous operational experience of a lodge or hostel is preferred.
- An intermediate understanding of MS Excel and Outlook.
- Thorough knowledge of customer service principles.
- Skilled in developing and maintaining customer relationships.
- Ability to apply appropriate interpersonal styles within a team.
- Ability to share technical information with other technical or non-technical people in a manner that is quickly understandable.

Personal Qualities

- A positive can-do attitude and the ability to come up with suggested solutions to problems.
- Commitment to a strong customer service ethic.
- Punctual and reliable.
- High energy levels.
- A quick response to requests, ideas and suggestions in a non-defensive way.
- A tolerance for uncertain market and weather conditions.
- Flexible approach to work schedules, customer needs and the strategic direction of the organisation.
- Tactfulness and helpfulness in dealing with others.
- Effective negotiation skills.
- Builds effective working relationships with a wide range of people.