

Town of Wolfeboro, NH

POSITION: Abenaki Lodge Manager

DEPARTMENT: Parks & Recreation, Abenaki Ski Area

GENERAL SUMMARY

Supervise lodge operations and provide general customer service at Abenaki Ski Area in Wolfeboro, NH.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This job includes but is not limited to:

- Verify cash drawer and tickets, etc...
- Make sure everyone shows up for shift, calling people if they are a no show.
- Responsible for station rotation and make sure that you are following the chart or changing as needed.
- Covering any sick calls or changes to schedule.
- Being aware of the status of supplies: tickets, money (change), mitten inventory, food and drinks, etc...and putting in orders.
- Responsible for the register. All transactions and cashing out, placing deposit in proper location.
- Ensure that all staff are following standard operating procedures and are enforcing ski area policies.
- Responsible for lodge duties completed: cleaning bathrooms, trash, monitoring behavior and language of guests.
- Making sure everything is put away, cleaning done, any notes for the next shift, and everyone has left.
- Interacting with guests and responding to their needs/ requests/ complaints.
- Great customer service is the most important part of this position!
- When a "Floater" is on duty, assign tasks and duties for this position as needed.
- Manage lost and found items and log book.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Requirements include the following:

- Must be available to work afternoons, evenings, and weekends.
- Ability to work independently and possess traits of dependability, assertiveness, sound judgment.
- Outstanding verbal skills and motivational skills desired.
- Ability to maintain written logs and records of work performed.
- Ability to work constructively and interact professionally with others, and handle difficult situations with tact and diplomacy.
- Current CPR and First Aid Desired.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. This position regularly works

outside. This may include walking, skiing, snowboarding and lifting. There will be exposure to inclement weather conditions. You are required to dress appropriately.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly exposed to winter outdoor weather conditions.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Approved By: _____

Date: _____

To Apply:

Email or mail resume and cover letter to

Christine Collins

Director of Parks and Recreation

parksdirector@wolfeboronh.us

PO Box 629, Wolfeboro, NH 03894.