



POSITION DESCRIPTION

Title	Shift Managers
Reporting to	<u>Operations Manager / General Manager</u>
Position Overview	Calling all problem solvers! This is a fast paced senior role for a hospitality champion. You would be responsible for the operation of Snowplanet's facility during your shift. You will need to lead and motivate a team of young individuals to deliver a top class service and a memorable experience to all our guests.

Key Responsibilities:

- Leading, managing and coordination of the resort staff.
- Ensuring sufficient staff to exceed guest expectations in service delivery
- Coordination and management of staff breaks and swaps
- Staff Accountability Management
- Ensure daily checklist tasks and completed and in line with safety requirements
- Ensure presentation of staff and premises are up kept during shifts
- Take active part in management meetings
- Communicate effectively with all staff
- Develop and maintain strong working relationships with resort team and fellow managers
- Ensure safety of guests at all times
- Take part in regular Health and Safety Meetings
- Understand Emergency Procedures
- HAVE FUN!
- Comply with and uphold all Snowplanet Procedures.

Personal Requirements

- Experience in hospitality industry
- Previous management experience
- Directive leader and team builder.
- Strong problem solving skills.
- Excellent communication skills
- Available for night and weekend shifts
- Able to work in shifts.
- Ability to think on your feet take control and make decisions