



Guest Services Senior Supervisor (Fixed Term – Winter 2020)

A position has arisen for a Guest Services Senior Supervisor to join the Falls Creek Resort Services team on a fixed term basis for winter 2020. The primary purpose of this pivotal role is to plan, coordinate, and manage the human resources, business assets and all activities of Falls Creek's Ticket Services, Ticket Validation and Guest Service operations to ensure high levels of guest service delivery in all areas and the accuracy and integrity of point of sale operations. Position available to start from March 2020.

Your responsibilities as the Guest Services Senior Supervisor include, but are not limited to:

- Oversee the day-to-day functions of the Ticket Services, Ticket Validation and Guest Service departments ensuring that revenue is received, reconciled and reported upon in an accurate and timely fashion and that you and your supervisors and staff manage guests and their inquiries, complaints and/or problems in accordance with the highest standards of guest service.
- Identify and rectify any Point of Sale (PoS) configuration issues to ensure an effective and accurate system throughout the duration of the season, in conjunction with the corporate team.
- Contribute to the oversight of guest support initiatives for Vail Resort's broader customer base who are visiting owned or partner resorts in Australia and south-east Asia.
- Participate in Resort Services product/pricing forums with the view to developing, analysing and recommending strategies to grow revenue and improve profitability, productivity, flexibility and efficiency.
- Develop and recommend budgets for your departments within predetermined parameters and manage the activities of all departments within the approved budget parameters.
- In conjunction with the Resort Services Manager, recruit for your departments, selecting team members and supervisors to optimise the achievement of corporate goals and objectives.
- Proactively supervise and mentor the staff reporting to you, establish lines of control, delegate responsibilities, coordinate training activities and appraise the performance of senior staff with the view to improving their skills and productivity.
- Assume responsibility for fostering a culture of excellence in guest service and employee experience, drive improvements in Net Promotor Scores (NPS) and staff Employee Engagement Survey (EES) results across the Ticket Services, Contact Centre and Ticket Scanning teams that are equivalent or greater than the Vail Resorts Mountain Division average while proactively encouraging 100% EES completion.
- Oversee the development of detailed operational policy and procedure manuals and manage their consistent use by all staff in all of your departments.

Required Experience

- 5+ years of corporate experience in a management role for a customer service focused team with an emphasis on high volume sales and in managing / training staff
- Demonstrated understanding of POS systems, with exposure to RTP being an advantage
- A high standard of numerical accuracy and computer literacy

If you are interested in applying for this opportunity, please submit your application via <https://chm.tbe.taleo.net/chm02/ats/careers/v2/viewRequisition?org=PERISHER&cws=57&rid=1242>.

Applications will close Sunday 9th February 2020.