



DATE: August 18, 2021
POSITION: Nordic Outpost Director
REPORTS TO: Operations Manager

Position Overview: The Nordic Outpost Director is responsible for the efficient and profitable operation of the Nordic Outpost including, but not limited to, selling trail passes and SnoPark permits, selling and issuing rental equipment, and giving and/or scheduling lessons. The Nordic Outpost Director is customer service oriented and at many times, the first point of contact for guests. This position has extensive knowledge of Cross Country/Nordic skiing and ensures excellent customer service is being practiced and that accurate information is conveyed to area guests. This position is responsible for safe and efficient Nordic Outpost operations. The Nordic Outpost Director also works with ALORA management on event planning and execution and other Nordic area needs.

Main Functions:

- Daily reconciliation of moneys and balancing till, preparing start-of-day bank, maintaining and inventorying ticket stock and snow park permits.
- Schedule and give lessons; both classic and skate technique, or work with Ski School Director to schedule instructor
- Work with Group Sales Manager on scheduling group visits
- Responsible for skiing the trails and resetting signage, while ensuring all signage is in place
- Ability to kindly, yet effectively, educate trail users on proper trail etiquette and use
- Set up and tear down Outpost daily, including ski racks and any outside signage needs
- Work with the Food & Beverage manager as needed to maintain inventory of snacks and beverage at the Outpost
- Daily snow removal in/around Nordic Outpost
- Removes any safety hazards in/around Nordic Outpost
- Reviews and administers department safety program
- Participates in ALMR Safety Meetings
- Responsible for communicating with grooming department on any special grooming needs
- Maintains equipment, rental fleet, and maintenance records
- Develops annual Nordic Center budget
- Answers messages and correspondence with guest inquiries as needed
- Ability to assist in any other department as needed
- Recommends measures to improve product and/or processes
- Performs any other duties assigned by ALORA Management

Duties:

- Responsible in upholding a clean, professional, positive and customer-service driven workspace at all times
- Assist in ski area events & marketing, working closely with the Marketing Director to help plan, organize, promote and execute
- Available to aid in other mountain operations as needed

- Performs and leads in all tasks assigned to the Nordic Outpost as noted below:
 - Informs guests of area services, events, and current conditions
 - Maintains a friendly professional demeanor, always acknowledging guests with a smile
 - Maintains awareness of and attention to guest services; customer service is imperative!
 - Adheres to cash handling procedures, including opening and closing procedures
 - Sells appropriate trail passes at correct rate in a courteous and friendly manner
 - Handles valid trail pass discounts according to procedure
 - Maintains guest and worker safety consciousness with respect to job duties and responsibilities
 - Has the ability to answer questions about the area and snow conditions
- Complies with all Anthony Lakes and department policies
- Maintains a clean and organized work environment (vacuum, dust, organize)

Working conditions and Expectations:

- Full time seasonal, approximately November 1st through April 15th (snow dependent)
- Expected to be at ski area for all normal operating days 8 am-5 pm
- Expected to be punctual, meticulous, and reliable
- Ability to lift 50lbs
- Ability to walk in deep snow on a regular basis
- Customer/guest service
- Ability to stand for long periods
- Ability to work in and effectively communicate in a fast-paced environment
- Basic math skills for balancing at end of shift
- Ability to work outside, in winter conditions for long periods