



DATE: 9/19/22

POSITION TITLE: WINTER BASE CAMP OPERATOR

REPORTS TO: ALORA OPERATIONS MANAGER

Position Overview: The Winter Base Camp Operator will work closely with ALMR management to coordinate the overnight guest schedule and overall requests for all three winter lodging facilities at Anthony Lakes: the Gunsight Yurt, the Hoffer Yurt, and the Anthony Lakes Guard Station. The primary responsibility of the Winter Base Camp Operator is to provide excellent guest experience, ensuring that all overnight accommodations are thoroughly cleaned, stocked, and well maintained. This position facilitates an experience and is required to withhold a high level of customer service, attention to detail, along with a friendly, flexible, positive attitude.

Main Functions:

- Cleanliness of all lodging options is a primary focus
 - Adhering to ALMR cleaning protocol
 - Daily cleaning between guests
 - Bimonthly deep clean day. (These dates are built into the schedule so that all accommodations are deep cleaned twice a month).
- Base Camp/Lodging Operations
 - Customer service is paramount
 - You are the face of the lodging operation and Anthony Lakes Mountain Resort
 - Monitors pre trip emails and makes phone calls to guests to coordinate their experience
 - Communicates ALMR lodging policies to each guest
 - Dog policy
 - Guest cleaning responsibilities
 - Demonstrates the functions of the accommodations
 - Woodstove
 - Propane protocol and lighting options
 - Dishwashing
 - Garbage disposal and human waste protocols
 - Positive and kind attitude
 - Knowledge of the area
 - All accommodations will be well supplied with sundries and custom options needed for a comfortable stay
 - Keep inventory of sundry supply and replenish as needed
 - Stock firewood, water, and propane
 - Deliver food and beer when requested
- Shuttle service
 - ALMR offers the option to transport guests and their gear via side by side

- Due to remote location of ALMR, flexibility is key
- We will stick to check in/check out times as best as possible but remain flexible if needed.
- Coordinate with ALMR Management
 - Works with ALMR management to keep track of lodging schedule
 - Communicates any needed repairs and assists in fixing them
 - Coordinates any special requests from guests

Other Qualifications:

- Must possess a driver's license and have an acceptable driving record to meet all insurance requirements
- Must be able to lift and carry 50lbs repeatedly
- Must be able to walk, crawl, climb, twist, and bend repeatedly