

## Location

St. Anton, Austria

## Reporting Line

The resort manager for St Anton reports directly into the overseas operations manager.

## Overview

The resort manager is the centre point of delivering the client experience as the principal host, ensuring the clients have an incredible stay. You are the figurehead of the resort team and the person the clients will remember best.

Your job is to take ownership of the chalet and direct every area of its operation. You have overall responsibility for flexiski's presence in the resort and will be held accountable for every aspect of the operation from customer service to budgets and in resort income.

## About you

You are excited by the prospect of living and working in a ski resort and have a passion for the mountain which drives you to get up on the hill as often as possible.

You will be an excellent skier and raring to get out on the mountain every day to amaze the guests by taking them to discover the very best runs, restaurants and après ski venues.

You will be a positive and proactive leader who has extremely high standards for themselves and their team but can deliver results in a relaxed and fun environment. You will have led a team successfully before and have the skills to get the best out of people. Experience in training will help you deliver an outstanding training course pre-season and ensure the team is ready and raring to go from day one.

You will be comfortable dealing with any client or staff situation in a professional manner but be happy to pitch-in with the team to deliver the very best service.

You are sociable and will be able to talk to every type of person easily, but understand discretion and are capable of 'fading into the background' when necessary.

You will comprehend budgets and be excited about taking ownership of your budget and driving success in this area.

You will have an understanding of food and what is required to deliver the excellent catering we promise our clients. The ability to cook (in case of the chalet chef being unavailable) would be a big advantage.

You will have useful skills and knowledge in day-to-day property management and maintenance – able to fix basic problems in the chalet without calling out expensive assistance.

The ability to speak German would be an advantage.

## Main Duties

- Responsible for the planning, organisation and delivery of all client resort services including special events e.g. VIP & press trips
- Inspire, motivate and develop your team to provide an outstanding service to the clients
- Responsible for the operation of the chalet including health and safety standards, customer service delivery and financial controls of budget areas (up to €250,000)
- Ensure that the budget is adhered to and income targets met through tracking and proactive improvement at every opportunity
- Ensure your presentation is immaculate and behaviour professional whilst with the clients or representing the company. Ensure your team also follow suit.
- Report any client complaints to your manager but aim to immediately resolve all such matters in an efficient and cost-effective manner and minimise any further impact on the clients.
- Ensure accurate & timely completion of all financial and non-financial resort paperwork
- To answer any emails from the overseas operations manager quickly, efficiently and succinctly
- Support UK staff in all areas
- Develop and nurture strong working relationships with all suppliers & ensure quality and service is excellent. All new supplier relationships must be authorised.
- Deal with all maintenance issues in order to immediately resolve all such matters in an efficient and cost-effective manner within given budgets.

## Other Duties

- Any other admin/ops duties as instructed by your manager.
- Support and assist the delivery of the corporate service, possibly in other resorts
- Offer your full support and cooperation to all colleagues throughout the season
- Complete all the HR requirements for your team throughout the season including POS payments.
- Produce written reports as requested by your manager following any incidents or accidents involving yourself, colleagues, clients, or suppliers

## Essential Skills/Experience

- Proven leadership skills
- Relevant experience in chalet operations, ski resorts or hotel industry.
- Able to operate Word, Outlook & Excel competently
- Basic German
- Ability to cook to a dinner party standard.
- Excellent skier on all terrains in any conditions (not snowboarder)

## Essential Requirements

- Available for the whole season 1<sup>st</sup> Dec – 30<sup>th</sup> April
- Valid driving licence - will be required to drive in all snow conditions, with passengers.
- UK or EU passport holder
- National Insurance Number
- UK bank account

## **Package**

- £800pcm (negotiable on experience) + significant end of season bonus
- Single-occupancy accommodation
- All meals
- Lift pass
- Free Ski/Board & boot rental
- Travel between departure airport in UK and resort
- Medical & Personal Insurance
- Uniform
- Further job opportunities within the TUI Travel group