



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Experience Supervisor

Division: Sales and Services

Department: Experience

Responsible To: Experience Manager

Role Summary

The Experience Supervisor is responsible for overseeing the daily operations of the Call Centre, Welcome Centre and Harbour Master building. They will also be responsible for greeting and screening visitors, making and modifying reservations, acting as resort operator and performing concierge duties. The Experience Supervisor will anticipate homeowner, member and guest needs and ensure that each guest has a memorable experience.

Responsibilities

- Support and train the experience associates in their day to day responsibilities
- Lead the experience associates, ensuring the successful internal operations of the department including; professional and courteous customer service, complete utilization and accuracy of management software system, proper training and supervision of all employees to ensure respectful behaviour toward the guests and their property
- Responsible for auditing cash outs and assisting associates with the cash procedures
- Assist in creating weekly employee schedules ensuring labour adequately meets business needs
- Maintain inventory controls of retail items and follow department procedures with replenishing
- Maintain an organized, well stocked, visually pleasing retail space
- Prepare reports by collecting, analyzing and summarizing information
- Ensure all customer complaints are addressed and handled professionally
- Inform associates of current and upcoming special events and activities
- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Answer all telephone inquiries in a polite and friendly manner, following service standard telephone policies
- Respond to telephone, e-mail, web and in-person inquiries from various parties
- Provide a timely response to homeowner, members and guests inquires and requests
- Secure reservations from future guests and make changes to reservations as required
- Provide guests with detailed descriptions of activities and events
- Distribute all requests to the appropriate division in a timely manner
- Compute bills, collect payment and make changes for guests
- Promote recreation activities and outlets and provide concise and accurate directions
- Process guest check-ins by confirming reservations, assigning room and issuing room key
- Act as an ambassador of the Friday Harbour brand
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned



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Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Degree, diploma or certificate in hospitality, travel and tourism or other related discipline
- 2-4 years of supervisory experience
- Previous work experience in guest relations
- Experience in front desk or customer service in a luxury environment
- Strong knowledge of the local area
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with property management, sales and event management software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.