

<b>Position: Administrative Assistant</b>	<b>Department: Administration</b>
<b>Implemented On: July 24, 2019</b>	<b>Updated On:</b>

## POSITION SUMMARY

Provides administrative assistance to the General Manager and Board. Liaises with schools and other user groups to sell programs, products and services Tawatinaw Valley offers.

## SPECIFIC ACCOUNTABILITIES

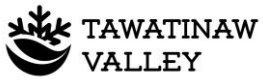
1. In collaboration with the General Manager and in consultation with appropriate staff/stakeholders/board members/volunteers:
  - a. Develops various programs to offer to customers, under the direction of the General Manager and the Board Events and Program Committee (e.g. school programs, group programs, four season programs) to ensure maximum attendance and safe enjoyment of the facility
  - b. Develops a plan for a calendar of special events for the year, and plans for delivery of special events
  - c. Liaises with other ski areas (e.g. to set up reciprocal agreements)
  - d. Liaises with industry groups (CSA, CWSAA, CSIA, CASI) to complete pledge agreements, reports etc.
  - e. Liaises with school groups, community groups, corporate groups and assists with group bookings and special event rentals
  - f. Ensures waivers and Exclusion of Liability posters are current
  - g. Updates policies, procedures, safe work practices, work logs, etc. as required
  - h. Monitors inventories, liaises with vendors and completes purchase orders as directed (e.g. rental equipment, safety signs, basic supplies, kitchen items)
  - i. Monitors daily checklists and maintenance forms
  - j. Maintains WHMIS binder
  - k. Prepares, collects results and reports on annual Satisfaction Survey
  - l. Prepares and registers for Community Registration events (annual)
  - m. Develops presentations for municipal government and service groups, under the direction of the General Manager and Board
  - n. Prepares monthly (visit/statistic) and annual reports, under the direction of the General Manager
2. Attends board meetings (1 evening meeting per month).
  - a. Helps to prepare the agenda
  - b. Circulates agenda and send invitations
  - c. Takes meeting minutes
  - d. Circulates completed minutes
3. Strategic Planning
  - a. Support the General Manager and Board in organizing for the event
  - b. Sends invitations and monitors RSVP's
  - c. Plans for and orders catering
  - d. Other preparation as required
4. Corporate Sponsorship and Donations

- a. Prepares packages under the direction of the General Manager and Board
  - b. Documents agreements
  - c. Processes with County (if eligible for charitable donation)
  - d. Sends thank you letters
  - e. Orders recognition items
5. Staff Recruitment
    - a. Arranges for advertising
    - b. Arranges for open house / job fair
    - c. Prepares offer letters
  6. Answers phones and emails
  7. Files and ensures secure storage of waivers.
  8. Assists in Guest Services as required.
    - a. Maintains a constant and efficient flow of guests through the Guest Services counter while providing fast, courteous and friendly service.
    - b. Develops guest relations by generating conversation, answering questions and offer assistance when required
    - c. Ensure workstation is fully stocked and organized with all administrative supplies to ensure a high standard of guest service.
    - d. Sells lessons, membership and lift tickets to guests in person and over the telephone. Offer guidance in the selection of products and services that best meets the guest's needs
    - e. Maintains inventories of lesson and membership cards, lift tickets, gift certificates and other required administrative duties
  9. Demonstrates a high level of professionalism when dealing with staff, colleagues and guests. Handle all inquiries and complaints in a professional and competent manner applying a win-win attitude
  10. Generally provides a safe, uncluttered, litter-free environment.
  11. Be informed of trail and run conditions, promotional & special events, school bookings, corporate & group functions in order to provide information to our guests.
  12. Understands and functions within all Tawatinaw Valley policies and procedures. Makes suggestions to improve the work processes and policies
  13. We are a team at Tawatinaw Valley and as a member of that team, you may be asked to assist other departments or you may draw upon help from other staff members to help you achieve your goals. Through this type of environment, we ensure Tawatinaw Valley is coherent and operated efficiently.
  14. Perform other responsibilities when required as directed by the General Manager. May include occasional weekend work to assist at the beginning or end of an event rental.
  15. Adheres to all policies, procedures and processes relating to Occupational Health & Safety and maintaining a safe work place.

## SKILLS, INTERESTS, VALUES

Experience with various computer applications such as email, Word, MS Publisher, Excel and similar programs, as well as file-sharing applications such as Google drive and shared drives. Good reading and writing skills. The ability to pay close attention to detail. Excellent organizational skills to deal with administration functions. Well-developed interpersonal skills to deal effectively with a variety of people. The ability to work in a fast paced team environment and make responsible decisions quickly. Have an outgoing, friendly personality and show a commitment to exceeding guest expectations at all times. Remain courteous, patient and tactful when dealing with difficult guests.

## WORKING CONDITIONS



This position is seasonal and part time. Generally up to 5 days per week (Monday to Friday, to a maximum of six (6) hours per day. Occasional weekend work. Ability to work independently as well as in a team atmosphere. May lift, push, pull or carry items weighing up to 24 pounds on an occasional basis, as well as stand at Guest Services desk for periods of time.

REPORTING RELATIONSHIPS

Reports To: General Manager

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Date

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Employee Name

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Employee Signature