

**Holiday Valley Resort**  
**Customer Service Supervisor – Days & Nights**  
**Job Description**

**Position Objective:**

To supervise and oversee the Customer Service office and staff, assisting with hiring and training. Sell and coordinate Season Pass sales, Training Center programs, Children's programs, and seasonal lockers. Assist frontline customers on a daily basis.

**Reporting Relationship:** Director of Resort Services

**Works Closely with:** Group Sales, Rental Shop, Snowsports, Guest Services, Administration, Marketing, Mountain Operations, Lodging Departments

**Major Responsibilities:**

1. Supervises and coordinates schedules of day and night customer service staff
  - a. Plans, prepares and devises office work schedules balancing holidays, weekends and quiet times to prevent overstaffing and overtime.
2. Assists Customer Service Manager with training staff.
3. Observes and evaluates customer service reps' performance.
  - a. Reviews and checks work for accuracy and content and corrects errors
  - b. Makes recommendations to management concerning staff and improvements of procedures.
4. Issues instructions and assigns duties to staff
5. Resolves complaints and answers questions of guests regarding services and procedures
6. Responsible to contact guests for Ski Patrol incidents

**Other Responsibilities:**

1. Communicates with other departments and management to resolve guest problems
2. Interprets and communicates work procedures and company policies to staff
3. Helps staff in resolving problems and completing work.
4. Maintains a friendly, personable and well-disciplined attitude as well as promoting the same attitude to staff.

**Schedule:**

This position will work three nights and two days per week. Night schedule is 2pm – close (9 or 10pm) and day schedule is 7:30am – 4:00pm. Weekends and holidays required.

The duties and responsibilities that are listed are not all inclusive. Other duties may develop, be assumed or assigned as needed in the ever-growing and changing atmosphere of the organization.