

Customer Service Coordinator

Responsibilities:

- Represent Eastlink Park to the highest ethical and moral standards
- Create and maintain a positive and lively atmosphere
- Keep a clean, organized, and safe work environment
- Hire, motivate, and direct staff to ensure goals of the hill are met. This includes ongoing training as necessary
- Communicate with Operations Coordinator and Maintenance Coordinator at least twice daily to ensure smooth operations
- Familiarity of and compliance with all OH&S and employment Alberta standards and regulations
- Develop and adhere to guidelines of formal written employee handbooks and evaluation
- Continually monitor performance and effectiveness of operations and adjust accordingly. For example, sharing staff as necessary during peak times
- Attends board meetings consistently and provides brief report of operations and budget
- Filling in as needed
- Undertake special project such as New Year's Eve and Slush bowl
- Develop a well thought out safety program
- Perform end of year duties to close out the chalet

- Liase weekly with media and public on a daily basis
- Maintain website and Facebook page daily with conditions and activities
- Liase with schools and other outside organization for regular hill promotions
- Coordinate lessons as required
- All office duties including organizing and maintaining files, office supplies, and equipment
- Operates rental shops and retail sales
- Prepares all administrative and guest service documentation including reports, waiver forms, rental forms, year passes, etc.
- Janitorial duties including supply and maintenance purchases
- Ensures daily secure processing of all cash and deposits
- Stock all supplies for the department within budget
- Approve all staff schedules and ensure tracking of hours
- Regular review of all marketing, advertising, and promotional materials and monitor their effectiveness including competitor pricing and promotions

All interested applicants are invited to submit their resume, in confidence to:

Email: merv.hilland@gmail.com Cell: (780) 396-9285

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Operations Coordinator Responsibilities:

- Represent Eastlink Park to the highest ethical and moral standards
- Create and maintain a positive and lively atmosphere
- Keep a clean, organized, and safe work environment
- Hire, motivate, and direct staff to ensure goals of the hill are met. This includes ongoing training as necessary
- Communicate with Customer Service Coordinator and Maintenance Coordinator at least twice daily to ensure smooth operations
- Familiarity of and compliance with all OH&S and employment Alberta standards and regulations
- Develop and adhere to guidelines of formal written employee handbooks and evaluation
- Continually monitor performance and effectiveness of operations and adjust accordingly. For example, sharing staff as necessary during peak times
- Keep a daily log as to status of equipment and operations
- Attends board meetings consistently and provides brief report of operations and budget
- Filling in as needed
- Undertake special project such as New Year's Eve and Slush bowl
- Develop a well thought out safety program
- Perform end of year duties to close out the hill
- Ensure safety inspections on all equipment are completed and filed daily for audit purposes

- Approve all staff schedules and ensure tracking of hours
- Maintain fencing, signage, and ramp on and off of lift
- Operate and regulate the terrain park and features
- Operate and regulate the tubing area
- Operate and regulate the ski area
- Work with Maintenance Coordinator in Snow Making preparations and function

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