

JOB DESCRIPTION

Position: AIRPORT & TRANSPORT SUPERVISOR
Location: Saariselkä
Reports to: Resort Manager

As Airport & Transport Supervisor you will:

- Oversee all operational and guest related aspects of the running of the airport
- Supervise and organise all resort airport staff and ensure that the high standards that the company expects are maintained.
- Organise all coach transfers to the airport and activity centres.
- Be responsible for all resort vehicles
- Oversee staff rosters and ensure staff have all relevant paperwork relating to their coach duties
- Deputise for the Resort Manager on their day off.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season management training course.
- Assist the Senior Management team with training the staff at the designated venue.
- Assist the Resort Manager with the organisation and supervision of the cleaning and preparation of all chalets and resort office.
- Assist with the production of detailed inventories of staff accommodation and resort office.
- Meet with Airport officials.
- Meet with Lapland Safari's management team and confirm arrangements for all transfers.
- Meet Santa Claus and visit each of his cabins.
- Visit each activity location and meet the individual suppliers, confirming our requirements as contracted and detailed in the brochure.

During the Season:

Guest Relations

- Using the arrivals lists liaise with the coach supplier for the organisation of guest transfers to and from the airport.
- Complete airport paperwork for arriving/departing guests.
- Ensure that all guests are welcomed on their arrival at the airport and are provided with a welcome brief on the coach to resort.
- Ensure that all guests are shown to their hotels and are aware of any relevant coach pick-up times.
- Deal with any guest issues promptly and effectively.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled.

Staff Management

- Join the guests for at least two Gala Dinners in hotels to ensure the catering standards and presentation are being met.
- Attend staff meeting to ensure that all staff are fully briefed as to the following departures and arrivals and other important information regarding the smooth running of the airport and coach transfers.

Resort Administration

- Provide the Resort Manager and UK office with daily airport reports and complete any required paperwork regarding guest complaints or issues.
- Liaise with Resort Manager on all staff issues.
- Oversee the performance of all staff at the airport and provide continuous training to ensure that the required standards are being met.
- Maintain staff discipline and ensure that company policy and procedure is followed at all times.
- Ensure the maintenance of all the resort vehicles logbooks.

Post-Season:

- Assist the Resort Manager to oversee and organise the cleaning and closing down of all the staff accommodation in the resort.
- Assist with the production of detailed inventories of all the staff accommodation and resort office and cross reference with those completed pre-season, detailing any breakages or damage.
- Ensure that all company property is correctly packaged and stored.
- Ensure that the resort vehicle logbook is complete and the vehicle is clean inside and out.
- Assist Resort Manager to complete end of season staff appraisals and submit to the UK office.
- Ensure that all staff uniform is returned, clean and inventoried.
- Complete staff clearance forms and send to Overseas Personnel Department in the UK.
- Liaise with the Resort Manager and UK office regarding the arrangements for the transport off all staff back to the UK.