

JOB DESCRIPTION

Position: RESORT ADMINISTRATOR
Location: Saariselkä
Reports to: Resort Manager

As Resort Administrator you will assist for the Resort Manager in all matters relating to operational and guest related aspects of the running of the resort office. You will assist in organising all resort staff and ensure that the high standards that the company expects are maintained.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season management training course.
- Assist with the organisation and supervision of the cleaning and preparation of all staff accommodation and resort office.
- Produce and maintain detailed inventories of all the staff accommodation and resort office.
- Meet with local suppliers for catering, laundry, and equipment hire and confirm the arrangements for orders, deliveries and purchasing.
- Meet with Lapland Safari's management team and confirm arrangements for all activities with particular emphasis on Day Breaks.
- Meet Santa Claus and visit each of his cabins.
- Ensure gifts from Santa are stored correctly and accessible for each activity day and location.
- Visit each activity location and meet the individual suppliers, confirming our requirements as contracted and detailed in the brochure.
- Produce Health & Safety, Fire and Hygiene reports for all staff accommodation.
- Ensure resort personnel files are completed.
- Assist with compilation of information about your resort and help create the hotel notice boards and hotel information files.
- Complete a brochure accuracy report on the resort and submit to the Marketing Department in the UK.
- Ensure that all staff have the correct uniform and inform the Marketing Department if any additional items are required.

During the Season:

Guest Relations

- Using the arrivals list liaise with the Airport Supervisor and coach supplier for the organisation of guest transfers to and from the airport.
- Complete airport paperwork for arriving/departing guests.
- Deal with any staff or guests medical issues.
- Collect guest questionnaires, input into database and send to UK office after every departure.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled

Staff & Catering Management

- Assist with the monitoring of orders and deliveries of supplies, ensuring that all chalet budgets are maintained weekly throughout the season.
- Attend a staff meeting to ensure that all staff are fully briefed as to the following arrivals and other important information regarding the smooth running of the resort.

Resort Administration

- Answer the office telephone.
- Liaise with Reservations in the UK and compile the arrivals lists.
- Provide Customer Relations in the UK with a report after each arrival and complete any required paperwork regarding guest complaints or issues.
- Liaise with UK staff and relevant Lapland Staff to compile reports on specific events.
- Complete any day-to-day paperwork as required.
- Assist the Resort Manager with organising group activities for all staff to maintain good motivation and team spirit.
- With the Resort Manager ensure that all staff welfare issues are resolved effectively, and liaise with the Overseas Personnel Department in the UK with regards to the staff insurance policy, staff pay or other staff issues.

- Assist with the maintenance of staff discipline and ensure that company policy and procedure is followed at all times.
- Maintain the resort vehicle logbook (if applicable).

Post-Season:

- Assist with the organisation of the cleaning and closing down of all the staff accommodation in the resort.
- Produce 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 packed and stored.
- Liaise with owners over the hand-over of the chalets and staff accommodation, ensuring that hand-over reports are completed and signed off.
- Collect all staff manuals, notice boards, and information files.
- Ensure that the resort vehicle logbook is complete and the vehicle is clean inside and out.
- Assist the Resort Manager with any end of season paperwork.
- Ensure that all staff uniform is returned, clean and inventoried.
- Ensure the completed staff clearance forms and send to Overseas Personnel Department in the UK.
- Assist with liaising with the UK office regarding the arrangements for the transport off all staff back to the UK.
- Ensure that all invoices and bills have been settled before the close down of resort accounts.