

JOB DESCRIPTION

Position: RESORT DRIVER/ASSISTANT
Location: Saariselkä
Reports to: Resort Manager

As Resort Driver/ Assistant you will provide support to all departments of the resort team as required. You will also be required to assist with the preparation and cooking of staff meals.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season training course where you may be required to drive staff and supplies.
- Assist with all general maintenance required prior to opening the resort.
- Help with the cleaning and preparation of all staff accommodation and resort office.
- Assist with the production of detailed inventories and stock takes of all staff accommodation and resort office.
- Assist with meeting the local suppliers for catering, laundry, and equipment hire and confirm the arrangements for orders, deliveries and purchasing.
- Ensure gifts from Santa are stored correctly and accessible for each activity day and location.
- Assist with the Production of Health & Safety, Fire and Hygiene reports for all staff accommodation.
- Assist in the completion of a brochure accuracy report on the resort and all hotels.

During the Season:

Driving

- Deal with any vehicle maintenance issues promptly and effectively.
- Ensure the resort vehicle logbook is maintained.
- Assist with the transfer of guests and their luggage to and from the airport.
- Assist in the driving of guests or staff (when required).
- Ensure that the resort vehicle is always left clean and tidy after every shift.
- Ensure that the resort vehicle is always equipped with all necessary safety equipment.
- Ensure that the resort vehicle is always accessible 15 minutes prior to the start of shift.

Guest Relations

- Deal with any guest issues promptly and effectively.
- Keep intrusion by noise, music or other staff to a minimum at all times.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled

Kitchen Management & Budget Control

- Assist the staff Chef in preparation and distribution of staff meals
- Produce a stock take of the resort storerooms.
- Assist with the co-ordination of local shopping trips if necessary.
- Assist with sourcing any additional supplies for any 'special dietary requirements' and ensure they are within the set budget.

Delivery & Stock Control

- Assist with receiving all deliveries in resort.
- Cross check all deliveries with the orders and liaise with the supplier about missing or over-delivered items.
- Check the standard and quality of each order and reject any sub-standard item, ensure that a replacement is ordered immediately and received.
- Co-ordinate the distribution of the supplies to all the chalets in resort, ensuring that each chalet receives the correct quantities.
- Control the distribution of supplies from the resort storeroom, ensuring that all supplies are accounted for.

Resort Administration

- Provide the staff chef with accurate accounts and reports of purchases.
- Assist the staff chef with the weekly resort reports and any additional paperwork and administration that may be required.

Flexibility

- Assist the Management Team with any duties they request.
- Be prepared to assist all colleagues in any role.

Post-Season:

- Help oversee and organise 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 packaged and stored.
- Assist the staff chef with the hand-over of the staff accommodation, ensuring hand-over reports are completed and signed off.
- Assist with the collection of all staff manuals, notice boards, and information files.
- Ensure that all staff uniform is returned, clean and inventoried.