



Position Title: Village Team Lead
Reports To: Manager, Events
Department: Marketing and Events
Apply: Email resume and cover letter to info@bluemountainvillage.ca
Posting Closes:

The Blue Mountain Village Association (BMVA) is a not-for-profit association with a vision to be the first-choice, year-round destination for those seeking personalized and authentic experiences that create lasting memories.

We do this by maintaining all common areas and facilities in the Blue Mountain Village, provide onsite visitor information services, hosting award-winning festivals and events, marketing locally & internationally, decorating for each season, providing security, beautifying through landscaping, snow & garbage removal, offering shuttle service for members and guests, operating the Plunge Aquatic Centre, and maintaining key Village infrastructure. BMVA also liaises with all levels of government on behalf of its members to ensure that the Village and the region experience positive economic growth.

POSITION PURPOSE

In accordance with BMVA strategic objectives and yearly business plan, this position is responsible for: onsite information services, entertainment and programming, and capacity management throughout the Village. Your priority will be to lead by example and motivate a team of Ambassadors in the Village with the highest possible level of service, enthusiasm and professionalism. Thorough knowledge is required of:

- Village shops, restaurants and events,
- New COVID protocols,
- Blue Mountain Resort lodging and attractions,
- As well as knowledge about the surrounding area.

ESSENTIAL FUNCTIONS

- Be a Village Ambassador, communicate and connect with resort partners, suppliers, stakeholders and visitors in line with the Village brand and BMVA strategy to develop memorable guest experiences.
- Lead and motivate BMVA Ambassadors in line with BMVA code of conduct and strategic priorities.
- Educate and direct guests on the new traffic-flow management plan and Personal Responsibility Code.
- Complete knowledge of Village commercial members, their products and services. General knowledge of all Resort stakeholders, their roles and services.
- Ensure guests, Village talent or third party partners are following all Village policies and protocols (risk management, health and safety regulations, and fire code specifications).
- Act as a liaison with BMR Security and Operations Lead.
- Track and monitor effectiveness of protocols and programming.
- Set-up entertainment and programming spaces and coordinate entertainers.

SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the particular requirements of the Association.

- Assist the Operations Manager and team with facility related tasks onsite in the Village



SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities.

- Requires excellent communication skills, both verbal and written.
- Requires leading and motivating a team of seasonal information and event services staff.
- Many work tasks are performed independently.
- Desire to participate as part of a team and demonstrate self-confidence, energy and enthusiasm.
- Use effective listening skills.
- Strong customer/guest/members service skills.
- Manage time and projects well, correctly prioritizing tasks in a multi-tasking environment.
- Ability to negotiate and create win-win solutions.
- Must possess computer skills, including, but not limited to, Microsoft Word, Excel, website and app platforms, facebook, twitter, Instagram
- WHIMIS training provide by BMVA, if required.

Physical Demands

- Work tasks are performed indoors with an emphasis on outdoor tasks throughout the year. Must be able to stand and walk up to 7 hours per day..
- Must be able to lift up to 20 lbs. occasionally and be in good physical condition.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.

Other:

Regular attendance in conformance with BMVA standards, which may be established from time to time, is essential to the successful performance of this position.

Due to the cyclical nature of the tourism industry, employees will be required to work varying schedules, including weekends, to reflect the business needs of the Village.

Upon employment, all employees are required to fully comply with BMVA code of conduct and approved fire and safety plan for the safe and effective operation of the Village facilities.

QUALIFICATION STANDARDS

Education

College diploma or University degree in event management or similar an asset

Experience

1-2 years of related experience (event planning, customer service, visitor information, etc.)

1 year of team lead or supervisor duties

Licenses or Certificates

Driver's license required

Preference given to candidates with Service Excellence Certificate.

Free 1 hour online training: <https://rto7.ca/Public/Programs/BGS-Tourism-Service-Excellence-Training>

Grooming

All employees must maintain a neat, clean and well-groomed appearance. Uniform provided

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.