



Position: Support Crew
Employment Status: Full Time Seasonal – staff accommodation is provided
Start Date: July 1st, – September 30,
Reports to: Human Resources

Job Description:

The role of a Support Crew member is integral for the overall success of The Lake Louise Ski Resort. The Support Crew is comprised of a flexible team that will perform a variety of job duties and provide assistance as they rotate between various departments. Some of the positions that this team will be assisting with would include; Buffet Attendant, Dishwasher/Kitchen helper, Mountain Greeter and working at our Great Divide Lodge performing Housekeeping and painting duties.

Duties may include but are not limited to:

Buffet Attendant:

- Ensure the buffet is constantly monitored and maintained
- Ensure cleanliness & maintenance of all lodge areas at all times including restrooms
- Table maintenance - setting, bussing etc

Dishwasher/Cooks Helper:

- Ensure the cleanliness and sanitation of all cookware, flatware, small wares, glassware, and cutlery
- Ensure proper use of chemical/cleaning products and ensure they are stored appropriately
- Assist in the preparation and cooking of food, as required

Summer Mountain Greeter:

- Checking and scanning each and every guest ticket, ensuring that all guests have experienced the interpretive presentation.
- Following the proper operational procedures of the gondola i.e. start-up, shutdown and assist with maintenance problems that may arise.
- Ensuring that log sheets, incident reports and check sheets are filled out properly and regularly.
- Maintaining clean and orderly work environment. This involves daily clean up of lift huts, surrounding areas, around lodges whenever necessary.

Housekeeping & upkeep (Great Divide Lodge):

- Ensure that all bedrooms, common areas and public washrooms are serviced and cleaned daily by performing general housekeeping duties including; dusting, vacuuming, changing linens and emptying garbage and recycling etc.
- Packs and replenishes trolleys to the required standard at the end of each shift, therefore minimizing lost time at the start of each shift.

Job Requirements/Qualifications:

- Self motivated, can work well in a team as well as independently
- Ensure a positive guest experience through interaction and satisfaction
- Punctuality and reliability along with a flexible outlook
- Previous cash-handling experience an asset
- Energetic and self -motivated
- Good physical condition is required as this position may entail standing for long periods of time and heavy lifting
- Able to work independently and be proactive in decision making and problem solving
- Previous customer service experience an asset

- Clear Police background check
- Ensure all OH&S practices and policies are being followed

Work Schedule:

5 days on/2 days off

Dress Code:

Uniform shirt provided at cost, black pants and comfortable shoes in accordance with appearance policy