

THE WESTIN

RESORT & SPA WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Overnight Service Express Supervisor

REPORTS TO: Overnight Guest Services Manager

SUPERVISES: Overnight Service Express Agents

UPDATED: March 2012

OVERVIEW:

The Overnight Service Express Supervisor will be responsible for overseeing the overnight Front Office Team. They will be required to assist the Night Manager in all areas including all night audit functions, emergency responses, building security and guest recovery issues and will act as Night MOD as needed.

MAJOR DUTIES & RESPONSIBILITIES:

- Council, coach, and motivate the Service Express Team
- Prepare the associates for future positions, challenge them to achieve more
- Assist the Overnight Guest Services Manager
- Assist with duties and responsibilities of Service Express Agents and Attendants: answer phones; guest check-ins/outs; Front Desk duties; In Room Dining preparation and delivery
- Strive to become and remain proficient with all hotel services, room rates, and packages
- Handle all telephone calls while maintaining Westin's operating procedures
- Control security measures by observing and reporting and unusual activities and potential problems
- Balance personal audit at the end of each shift
- Follow basic accounting principles including all credit procedures
- Act as Night Manager on Duty in the absence of Night Manager

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Ensure associates are trained in the safe work procedures associated with all of their tasks
 - Promote safety awareness to associates and demonstrate that safe job performance is the number one priority
 - Ensure compliance with WRS's Occupational Health and Safety Program and the Regulations of WorkSafeBC
 - Ensure associates report any unsafe conditions, practices or injuries as soon as possible and take appropriate actions
 - Set a good safety example
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Leadership, management and supervisory skills
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Ability to access, input, analyze and retrieve information from computers
 - Detailed knowledge of Whistler area and available services
 - Minimum of two years' experience in a customer service environment
 - Exceptional coaching skills, ability to council staff and promote open communication
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GENERAL REQUIREMENTS:

- Must be able to work the overnight shift
 - You may be required to stand for an 8 hour shift
 - Occasional physical labour will be required to carry boxes of paper and other stock
 - Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity
 - Requires manual dexterity to use and operate all necessary equipment
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