



Date: 9.20.2018

Department: Food and Beverage

Position Title: Catering & Conference Services Floor Setup Lead

Reports to: Cecilia Cuff

Classification: Full-time, Seasonal

Company Overview:

Here, at the end of a box canyon surrounded by wilderness where the Rockies begin in the shadow of the iconic Kachina Peak is a place situated off the map of ordinary. A place that since its first lift was installed over 60 years ago has strived to stay true to its roots while growing better rather than bigger. Here we get a glimpse of the future, a ski area that is redefining what a year-round mountain resort can look like. A place that is independent, free-spirited, and intimate in scale. A place that is more home than destination, more retreat than resort, and the people that come here are more family than guests.

This defining drive to be better is at our core, but better means more than how we do business, it reflects what nature and history has so generously given us. Big vertical and terrain, abundant snowfall and sunshine, and a rich cultural mosaic formed by the heritage of its original Pueblo people and vibrant Hispanic influences. By its community of artists and artisans and by the adventurers drawn to its spectacular wilderness. Today, amidst this enduring character are the winds of change, it's a revitalization of Taos Ski Valley that will preserve both our values and our environment, while reinvesting in lodging, infrastructure, lifts, snowmaking, and facilities. Our goal still is to grow better rather than bigger and to create something that is unique in approach that is supportive of our environment, our community and our culture. This vision for the future has helped make us the first ski resort in the world to earn B Corp Certification. It's a symbol of where we're headed and what we stand for.

Job Overview:

The food & beverage outlets at Taos Ski Valley are pushing to change the way we think about a "restaurant", "cafeteria", "coffee spot". We strive to source locally and give back to the community whenever. We encourage new and creative ideas from every level and are looking for someone to help us stay organized as we makes waves in what the work of ski resort food and beverage . The main focus of our catering and conference services floor setup lead is to assist the banquet captain by ensuring that the daily setup and tear down of each event space FOH & BOH is fully set and ready to diagram and all facilities are guest ready at all times. This individual may lead and assist crew members with the physical setup of events. The catering and conference service floor event lead must ensure that all inventory is protected and secured at all times as this positions oversees a high value of inventory. Also safe equipment handling is vital to ensure that we are protecting our assets as it moves from one place to another.

The catering and conferences services floor lead is responsible for finalizing all room sets, cleaning and breaking down rooms. Checklists and Diagrams are used to finalize all room sets and breakdowns to ensure all facilities are guest ready

This job description is intended to be a broad description of duties. You will be expected to carry-out all responsibilities in accordance with the organization's policies and applicable laws. Specific information on duties and policies can be found with your supervisor or in the Employee Reference Guide. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.



Essential Job Responsibilities:

- Conducts oneself with safety in mind and undertakes all job requirements in a manner which will guarantee a secure & confidential environment for oneself, guests, and fellow team members.
Must be able to adhere to checklists, standards and timelines and delegate expectations to a group of untrained staff.
- Setup and tear down of chairs, tables, stages and other equipment associated with meeting and conference services.
- Setup and tear down of pop up tents, restaurant setups, stages and other flooring.
- Assist in training of new employees.
- Leading teams of part time / first time set up staff.
- Willingly assist in any department of Taos Ski Valley when necessary, including Holidays and Peak Weeks.
- Evaluate and report to food and beverage director ongoing status of employee performance; suggesting to remove staff from lists during times of underperformance.
- Update all side work lists and keep their completion by staff consistent at the beginning and conclusion of events
- Maintain strong knowledge of all aspects of each position and be able to jump in and provide support as needed.
- Order supplies or communicate inventory needs to appropriate management.
- Communicate room sets with clients, solicit their feedback, and address issues as needed.
- Adhere to grooming and appearance standards consistently.
- Closing Procedure & Daily Reports as communication to completion of projects.
- Performs additional responsibilities, although not detailed, as requested by Food and Beverage Director, Chef's, Resort Food and Beverage Manager, or any other Manager.
- Reliable attendance on all scheduled work days

Personal Skills

- Creation and execution of energized and informative preshifts.
- Conducts oneself with integrity, respect and compassion, recognizing that each individual's unique attributes contribute to the overall success of TSV.
- Strives for open, honest, and effective communication in order to build trust in our relationships with our guests and fellow employees.
- Strong personal character and commitment to Taos Ski Valley, Inc.'s Commitment and Passions.
- Provides a guest experience that exceeds the guest's expectations.
- Ability to gracefully and humbly accept criticism and opportunities for growth.
- Ability to stay positive, focused, and constructive when faced with set-backs, challenges and while working in an ever-changing environment.

Qualifications/Knowledge:

- Valid Driver's License is required with no infractions.
- Some restaurant or ski area knowledge preferred
- Shoveling and snow-handling capabilities



- Moderate computer and copy machine skills.
- Attention to detail
- Strong organizational skills, communication skills, attention to detail, problem-solving skills, guest service, ability to adapt to a changing environment, take constructive criticism and frequent coaching well and accurately follow instructions, both verbally and written.
- Desire to be proactive and create a positive experience for others.
- Must be willing to ask for help and/or clarification
- Fluent in verbal and written English, other language skills preferred
- Ability to work a flexible schedule including weekends, holidays and evenings.

Work Environment:

Must be able to work in a fast-paced environment. TSVI is located in a high altitude alpine environment. Position may require travel on uneven, snow packed, or icy terrain and may be exposed to wet, cold and/or humid conditions.

Physical Demands of Position Include:

Must be able to lift up to 200 pounds. 75-100% of the time will be spent standing, walking, reaching, talking, hearing, tasting and smelling. 75-100% of the time may be spent climbing/balancing. This position requires individuals to speak and hear as they interact with guests on a frequent basis. This position will require individuals to be out in winter conditions 25-50% of the time.

Total Compensation Package:

This is a full-time, seasonal position with benefits including a free season pass, paid wellness days, domestic partnership benefits, free employee shuttle, family & friends discounted tickets and excellent resort wide discounts!

Objectives of our overall compensation philosophy include:

- Fairly & competitively compensate within our region, industry & larger marketplace while keeping with our B Corp ethics
- Pair equity amongst genders and similar types of work, rather than relying on past wage history
- Support pay transparency & encourage openness on compensation topics
- Conducting regular, organization-wide pay analyses to ensure fair and unbiased compensation
- Rewarding those that are results-driven, contribute positively & bring additional value to the organization by aligning with our organization's overall goals, B Corp ethics and sustainability guidelines.

Other sweet perks include:

- Retail, Rental, F&B, Lodging & Recreational discounts
- Totally cool deals on awesome gear
- Lift ticket discounts to partner resorts



- Internal recognition programs
- Employee Referral Bonus
- Awesome staff events and cultural experiences
- Access to wellness programs and gym discounts!
- A robust Employee Assistance Program offering all kinds of wonderful perks!
- ...did we mention the views are gorgeous?!

Background Check

Positions dealing with children, of safety sensitive and/or confidential nature, require driving or positions that handle cash may require a background check and MVR check. Employment is contingent upon a favorable background check and MVR check.

Inclusiveness:

Here at Taos Ski Valley, Inc. we want you to Be Yourself! We are proud to be an Equal Opportunity Employer which means your gender, your sex life, your skin color, your age, disability, DNA, military status, who you love or your religious beliefs are all welcomed and appreciated here. We prefer to base our hiring on your values, your experience & qualifications and your passions! So, if you're stoked about the mountain, want to work for a B Corp, have a positive, can-do attitude and are good at what you do, then WE WANT YOU!