



Date: 8.22.2018

Position Title: Food & Beverage Administrative Assistant

Classification: Full-time, Seasonal

Department: Food and Beverage

Reports to: Cecilia Cuff

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 food & beverage administrative assistant is to manage the office, supervise staff and handle organizational duties for supervisors and management. We are looking for an individual who is efficient and comfortable being a member of a team. The ability to multi-task, while maintaining complex schedules and managing administrative support, is essential in this position. The ideal candidate for this job is resourceful, a good problem solver and organized. Assuring a steady completion of workload in a timely manner is key to success in this position. Additionally, being able to track accountability and goals for others and communicate these timelines to the food and beverage director via email. During peak times, the food and beverage administrative assistant will be asked orchestrate a memorable and unique guest experience by helping greet or manage floor operations alongside the supervisors. Creating, building and maintaining a loyal client base by creating clubs and marketing blasts is also a focus. As far as technical duties, this position will oversee all payroll and time punches sending out approaching OT reports to managers, track financial monthly goals, deliver reporting and paperwork to outside departments Creation of a creative and goal driven daily pre-shifts for manager called Today in Taos, and managing the reservations systems in YELP. Creation of promo materials and collateral for the marketing department to share on weekly , daily and month events and special in Food & Beverage. Great verbal and digital



communication is important, as is being able to follow directions efficiently and meeting the physical demands of the job. A positive attitude while on the job is also essential.

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.

Candidate must have responsible vendor card available at <http://www.waytoserve.org/> prior to hire.

Essential Job Responsibilities:

- Strong Excel, Moderate Photoshop Skills are required.
- Manage workflow by assigning tasks to other administrative employees daily, ensuring that deadlines are met and work is completed correctly
- Assist in administering hiring paperwork, training documents and review tracking timelines for staff members and new hires
- Implement and monitor programs as directed by management, and see the programs through to completion
- Generate resort- wide communication memos, emails and reports
- Assume responsibility for maintenance of office cleanliness and equipment, including computers and stocking of paper and supplies
- Respond to questions and requests for information being resourceful if answer is not known
- Answer incoming calls and assume other receptionist duties when needed
- 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.
- Willingly assist in any department of Taos Ski Valley when necessary, including Holidays and Peak Weeks.
- Maintain strong knowledge of all aspects of all food and beverage positions and be able to jump in and provide support as needed.
- Follow up with all guest comment cards and with guests and solicit their feedback, address issues as needed and lead recover process.
- Observe staff interactions with guests; make note to all managers to coach, train and correct staff as needed.
- Assist managers with posting of weekly schedule posting and communication to staff as well as collections of day off requests.
- Review, understand and communicate goals of financial information, as well as, perform complex arithmetic / create spreadsheets and spotlight reporting to easily convey this info to managers.
- Creating reservations, and doing daily tasks for food and beverage director.
- Adhere to grooming and appearance standards consistently.
- 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

- 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:

- At least 2 years prior administrative experience.
- Some restaurant or ski area knowledge preferred
- Shoveling and snow-handling capabilities
- Excellent computer skills, efficiency in Excel, Word, PowerPoint, Photoshop, Internet search engines,
- Photography and videography editing
- Attention to detail
- Prior administrative experience.
- 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.
- Attention to detail
- Desire to be proactive and create a positive experience for others.
- Multilingual may be preferred or required.
- Desire to be proactive and create a positive experience for others.
- **Must already have or be willing to complete the New Mexico Food Handlers Certification prior to hire. <http://www.waytoserve.org/>**
- 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 50 pounds. 20-50% of the time will be spent standing, walking, reaching, talking, hearing, tasting and smelling. 25-50% 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 5-10% 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!