

JOB DESCRIPTION



Job Title:	Executive Director of Resort Operations		
Property:	Peek 'n Peak	Department:	Executive Team
Reports To:	Ownership	FLSA Status:	Exempt
Prepared By:	HR	Date:	9/9/15

Since 1964, Peek 'n Peak Resort has been recognized in the North East region as an all seasons family destination. The Resort is comprised of 105 acres, 27 slopes and 4 Terrain Parks with varying difficulties. Travelers from PA, OH, NY and Canada visit the resort for affordable recreation, such as: Snow Sports (Ski/Board/Terrain/Bag Jump/Tubing), Golf (Dot.Com Tour), Adventure Park, Hotel/Spa/Restaurant and Special Events. We've established generations of enthusiasts who love the beautiful location, rustic charm, learn to "ski and ride" programs and legendary snow conditions. Scott Enterprises mission is centered on the guest experience and our employees are good at what they do – there is no better place to *work and play!*

SUMMARY

The **Executive Director of Resort Operations** is responsible for the strategic management, profitability, operating efficiency, Public Health/Safety Standards and guest satisfaction for all departments (Mountain Operations, Golf, Hotel, Food & Beverage) at Peek 'n Peak Resort.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Work with the Scott Enterprises Executive Team to direct Resort Operations by contributing information, analysis, assigning responsibilities and making recommendations for strategic planning.
- Anticipate requirements, trends and variances that will impact customer satisfaction and competitive market.
- Develop creative solutions to overcome obstacles and ensure implementation to continually improve guest satisfaction results.
- Prepare, review and approve budgets/financial reports and analyze costs to understand departmental performance versus budget and identify inconsistency, taking corrective action as necessary.
- Coach Department Leaders to effectively manage wages and controllable expenses while striving to maintain profit margins without compromising guest or team member satisfaction.
- Partner with Department Leaders to establish appropriate inventory guidelines to support forecasted activities without experiencing over/under stocking.
- Manages costs within the Resort including: supplies, utilities, food and beverage and labor expenses within budgeted parameters, combining with sales/revenue acumen to deliver an efficient and profitable operation.
- Implement procedures to constantly improve quality, profit, team productivity and guest service standards.
- Maintain high visibility in all departments and interfaces with customers on a regular basis to obtain feedback on quality of product, service levels, and overall satisfaction.
- Creates a synergistic team environment that consistently delivers positive results. Inspires and motivates teams to achieve operational excellence.
- Ensures service, technical skills and other training occurs throughout the property to support successful operations.
- Communicate daily with Department Leaders to provide/obtain information and conduct routine inspection of all Resort facilities.
- Analyze operations to evaluate performance of the Resort and/or staff in meeting objectives or to determine areas of potential cost reduction, program improvement, or policy change.
- Direct, plan and implement Resort objectives to maximize returns on investments and increase productivity.
- Negotiate or approve contracts or agreements with suppliers, distributors, federal or state agencies, or other organizational entities.
- Work with Human Resources to direct the hiring processes for all management and executive staff, including review of applications, conducting interviews and completing corresponding paperwork
- Create and/or approve operational policies and procedures for Resort. Ensure compliance and fair/consistent administration of all Resort policies, procedures and safety standards.

- Implement training, coaching, performance appraisals, corrective counseling or termination as required.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working knowledge of advanced Resort and Hospitality operations, including SOP's and P&L budgeting
- Must be analytical, creative and possess demonstrated ability to handle multiple projects simultaneously
- Ability to develop and maintain effective operating and control processes to attain maximum efficiency while ensuring adherence to established guest service criteria
- Superior leadership and communications skills and ability to direct diverse groups of associates at all levels
- Advanced computerized word processing skills including comprehension, summarizing, and writing/editing.
- Working knowledge of MS Office, including Word, Excel, Outlook and PowerPoint & Internet research skills.
- Demonstrate excellent oral and written communication skills.

EDUCATION and/or EXPERIENCE

- Bachelor's degree or higher in Hospitality Management (or equivalent combination of education/experience).
- 10+ years of executive level experience in a diverse, multi-outlet resort with a focus on seasonal (ski/golf), restaurant and hotel operations.
- Demonstrated work history for a multifaceted Resort, Hospitality and Food & Beverage Operations including: Research/Analysis, Budget, SOP, P&L, Labor Management, Leadership, Training/Evaluation and Safety/Legal Compliance.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license and approved driving record authorized through company insurance provider required.

PHYSICAL DEMANDS/WORK ENVIRONMENT The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Flexibility to work evenings, weekends and holidays (minimum of 45-hours per week) required and willingness to flex up in scheduled work hours based on business need.
- Periodic travel required including travel to PA & NY (100 mile radius) and various industry conferences or events.
- Constant moving about Resort to multiple outlets, often in inclement weather

For additional information, please contact Amber Blashak (who will be at the ISKINY-PSAA Conference from 9/22-9/23):

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