

JOB TITLE Resort Driver & General Assistant

JOB SPECIFICATION

The main duties of the role are as outlined below. This job is crucial within the resort and is a very guest facing role. As much about driving as it is concierge service. As much about guest facing as it is behind the scenes. A role that suits those looking for something a bit different, that involves a little bit of everything and a great all round experience.

OBJECTIVE

To provide a safe, informative and reliable driving service within resort. In this very customer facing position, you will also be required to help with in-chalet operations, external guests, general maintenance, resort logistics and chalet support work. The ultimate objective is to provide exceptionally high standards of customer service, to ensure exemplary holidays which exceed our guest's expectations.

REQUIREMENTS The ideal candidate will be able to demonstrate:

- A full, clean drivers licence, held for at least 5 years.
- Minimum age of 25 years-old
- A background in high-end hospitality
- Previous summer / winter season experience
- Professional driving experience and/or experience driving larger long-wheel-based vehicles in mountainous / rural areas and in snow based weather conditions.
- A desire to deliver a luxury product and work in a professional environment
- Experience of basic maintenance and general DIY
- EU passport, EU residency, EU work permit/visa.
- High level command of the English language
- An understanding of spoken French or Austrian/German

DUTIES & RESPONSIBILITIES Including but not limited to:

- Driving guests in and around the resort, on request throughout set times (shift work).
- Maintenance and upkeep of company vehicles in view of safety requirements, as well as vehicle hygiene and cleanliness.
- Abiding to local highway-code, rules and regulations at all times.
- Ensuring guest safety and comfort whilst in company vehicles.
- Snow shoveling on mornings or afternoons following snowfall to ensure safe and easy access to company property, ensuring all external areas and balconies of the chalets are kept free from snow and ice.
- Aid in logistical duties around resort, including deliveries and stock movement.
- 'Tip runs' - Rubbish disposal and recycling
- Basic maintenance work to company property and vehicles.
- Driving to suppliers or stores outside of the resort
- In chalet service when required:
 - o Bar service: including upkeep, service of the bar areas, stock take and cleanliness.
 - o Housekeeping: help with in-chalet cleaning and change over days. These duties are specific to resort and chalet allocation.
 - o Kitchen assistance: Assisting in the kitchen with Kitchen Porter duties.
- Socialising with chalet guests, creating an ambience where the guests feel welcome and relaxed at all times.
- Acquire a thorough knowledge of the resort including local facilities, evening entertainment and ski information
- Assisting guests with luggage upon arrival and departure.
- Pre-empt and follow up problems, queries or requests from guests, offering every assistance and
- Any other duties deemed necessary in the provision of a Kaluma Ski Holiday experience.

TRAINING, REPORTING AND MANAGEMENT

In-resort you will report to your Chalet / Resort Management and Company Directors

All employees are required to undergo a training course prior to the commencement of any work duties. Attendance is mandatory for both new and returning staff. • You will be supplied with a comprehensive training manual which further details company guidelines and health and safety procedures. Training and guidance will be available throughout the employment to further help in personal and professional development.

All employees must be available from 1st December. Official start date to be confirmed.