



Job Title: Experience Manager

Division: Sales and Services

Department: Experience

Responsible To: Chief Sales and Services Officer

Role Summary

Reporting to the Chief Sales and Services Officer the Experience Manager is responsible for overseeing the day to day operations of the Welcome Centre, Experience associates and retail offerings. The Experience Manager is responsible for anticipating homeowner, member and guest needs and assisting with facilitating all requests. The Experience Manager will also oversee retail sourcing, purchasing and inventory. The Experience Manager is an ambassador of Friday Harbour and must ensure that each guest has a memorable experience.

Responsibilities

- Oversee, support and train the experience associates in their day to day responsibilities
- Create weekly staffing schedules; ensure staff levels adequately meet business needs
- Responsible for completing biweekly payroll
- Maintain superior customer relations by acting as a liaison between Friday Harbour, homeowners, members and guests
- Coordinate department orientation and training in compliance with the Occupational Health and Safety Act
- Coordinate with Sales and Services, Resort Services, Property, Technology and Finance divisions to respond to all homeowner, member and guest requests
- Distribute all requests to the appropriate division in a timely manner
- Oversee retail sourcing, purchasing, delivery and inventory of items for Welcome Centre and Harbour Master Building
- Maintain an organized, well stocked, visually pleasing retail space
- Effectively lead a team of full time, part time and seasonal employees
- Plan, track and control financial operating budgets and capital expenditures
- Develop and maintain departmental operational policies and work procedures
- Create departmental business plan on annual basis
- Participate in monthly layered progress audits on business performance to plan
- Manage Health and Safety Program for experience associates
- Review opportunities for improved productivity and greater efficiencies
- Prepare various accounting summaries and reports
- Ensure that applicable policies and procedures, regulatory ordinances, governing laws and generally accepted protocol and practices are followed
- Establish and communicate clearly defined goals and objectives for department associates
- Direct and supervise the experience associates, ensuring the successful internal operations of the department including; professional and courteous customer service, complete utilization



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and accuracy of management software system, proper training and supervision of all employees to ensure respectful behaviour toward the guests and their property

- Welcome and acknowledge each guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Respond to telephone, e-mail, web, and in-person inquiries from various parties
- Provide a timely response to inquiries and requests
- Address all customer complaints professionally, leaving the customer with a positive resolution
- Secure reservations from future guests and alter reservations as required
- Process guest check-in, confirm reservations and issue room key
- Provide detailed descriptions of activities and events and confirm enrollment or sign up
- Responsible for computing bills, collecting payments and completing retail transactions
- Promote current and upcoming special events and activities
- Provide concise and accurate directions
- Build strong relationships with local community and local businesses
- Maintain the Welcome Center in a tidy and presentable manner
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- 2-4 years' previous experience in a similar role within the hospitality or resort industry
- Degree, diploma or certificate in hospitality, travel and tourism or other related discipline
- Previous leadership experience in guest relations required
- Experience in a luxury resort environment



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- Strong knowledge of the local area
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with property management, sales and event management software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.