

TITLE: ACTIVITIES ATTENDANT

Job Description: The Activities Attendant at The Whiteface Lodge is responsible for hosting children and family activities. Must be able to engage and involve guests and owners in a variety of programs along with coordinating and leading a comprehensive program of recreational activities for children and adults. The Activities Attendant is also responsible for maintaining and assisting with movie theater, game room, fitness center, pool area, outdoor sports, ice skating rink, Kamp Kanu and Sunset Club. Must be knowledgeable in all aspects of the facility, willing to direct all efforts toward guest satisfaction and to the achievement and maintenance of The Whiteface Lodge standards.

ESSENTIAL FUNCTIONS

ADMINISTRATIVE

- Provides a safe, fun and interactive environment to children using the Kamp Kanu.
- Performs recordkeeping procedures to ensure accurate check-in and checkout of all children participating in the Kamp Kanu programs.
- Leads planned activities for children. Must be able to create, plan, organize and manage social/sports activities effectively.
- Participate and entertain children of all ages with games, seasonal programs, or other approved activities such as making crafts, treasure hunts, hiking, bowling, and picnics, suited and appropriate for age group involved.
- Provide child care duties.
- Maintain an ongoing inventory of all games, equipment and supplies and order supplies when needed.
- Insures paperwork is complete and turned in as necessary.
- Communicates any problems or concerns with supervisors and managers on a daily basis.
- Maintain all work areas so they are organized, neat and clean.
- Conduct activities with enthusiasm and professionalism.
- Conduct activities according to Standard of Operations.
- Smile and project a professional, positive attitude and appearance at all times.
- Assist with year round special event programs.
- Assist in maintaining all indoor and outdoor recreational areas.
- Maintain open communications and positive working relationships within Resort
- Attend scheduled department meetings.

ADDITIONAL QUALIFICATIONS

- Current CPR/First Aid certifications preferred or willing to obtain.
- Professional people skills and personable interaction with individuals of all ages.

- Child care and customer service experiences a plus.
- Ability to multi-task
- Be able to stand for long periods of time. Physically able to work for long periods of time in extreme weather conditions including high and low temperatures, rain, sun, etc.

GUEST RELATIONS

- Be readily available/ approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan.
- Ensure staffing levels allow team members to exceed guest needs.
- Extend professionalism and courtesy to guests at all times.

OTHER REQUIREMENTS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, determined by the GM:

- The hotel operates 7 days a week, 24 hours a day. Schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work.
- Carry out all reasonable requests by leadership team.
- Comply with department uniform and appearance standards.

I have read and accept the responsibilities described in the above job.

Associate Name: _____

Associate Signature: _____

Date: _____