



300 chemin Dunlop  
Chelsea, Québec  
J9B 2N3  
(819) 819-1717  
campfortune.com

### **Director of Customer Service**

Camp Fortune is a multi-season recreational facility with the primary activity being downhill skiing and snowboarding. Camp Fortune is one of the oldest ski areas in Canada with the first skiing on the slopes of Camp Fortune dating back to 1920, and Camp Fortune remains to this day the primary ski center in the Outaouais.

Camp Fortune was also a pioneer in the mountain biking scene in the region creating one of the first trail networks for mountain bike enthusiast to enjoy and started the Camp Fortune Sunset Mountain Bike race series in 1996, camp Fortune also hosted two Canadian Mountain Bike championships in 1999 and 2000. Today Camp Fortune remains a key Mtb hub for the regions and there are plans for further development to enhance the current network and create a true full service Mtb center at Camp Fortune.

During the summer Camp Fortune has an aerial park and zip line course, disk golf and is host to a number of trail running and mountain bike events. Camp Fortune also offers full service catering and hosts many weddings and banquets in the off season.

Winter visits to Camp Fortune are approximately 200,000, aerial park visits 30,000 and mountain bike visits in a range of 50,000. As a leading venue for outdoor enthusiast in the Outaouais, we are seeking a dynamic individual to take on the position as director of customer service.

This position requires a person that is extremely self-motivated, can work well under pressure, does not require supervision and is a team leader overseeing 15 or more staff.

The successful candidate must be fluent in both official languages, written and reading proficiency in both languages also required. The candidate must have at least 3 experiences in customers service or similar. The candidate must be available to work a flexible schedule which includes a combination of weekdays, evenings, weekends and holidays.

Duties of the position include but are not limited to the following:

- Excellent computer skills
  - Require to learn and understand Sirius ticketing software and Axess RFID system.
    - Able to trouble shoot ticketing / gate problems within scope of responsibility
    - Adjust / update pricing and menu options
    - Coordinate various ski association products with E4Soft software
- Thorough understanding and knowledge of all activities and programs at Camp Fortune
  - Season pass processing and issuing
  - Lesson program registration
  - Liaise with rentals, skiing-in-schools, food and beverage, accounting and marketing
    - Important channels of communication between these departments is open and clear
  - Attend trade shows as required
  - Attend management meetings (weekly during ski season)
  - Provide feedback to management and regular updates vis a vis what our customers are saying, suggestions for new products, updates on required website revisions etc
  - Organization/ coordination of special events.
    - You may from time to time act as lead for special events and will be required to assemble the necessary team to execute events effectively.
  - Hiring and training of seasonal staff –submitting bi-weekly timesheets to accounting
  - Develop a training manual for customer service winter staff
  - Scheduling of staff
  - Cash management; supervising cash outs and troubleshooting any overages and shortages
  - Manage special offers; be aware of all products we accept. Coordinate these programs as required with merchants
  - Regularly review discounts, free passes issued to identify abuse
  - Trouble shooting problems as they occur
- Summer
  - Camp Fortune offer both DH and XC mountain bike trails the customer service position will require knowledge of the trail system as well as but not limited to the following:
    - Laisse with the local mtb clubs and OMBA (Ottawa Mtb Association)

- Develop events that could help raise the awareness of Camp Fortune as a Mtb center
- Assist in the marketing and development of Camp Fortune Mtb with the goal of becoming an MTB destination area.
- New summer attractions: 2019 we hope to be installing a mountain coaster and possibly a new 2km Zip Line course, the director of customer service will assist with staffing and product development for these new attractions.

Start day summer 2018

Salary: commensurate with experience

- Salary review after 6 months
- Position is for a probationary term of 1yr

To apply for this position please send your cover letter and resume, which is to include three references, to :

Erin Boucher

Directrice Camp Fortune

Courriel: [eboucher@campfortune.com](mailto:eboucher@campfortune.com) Téléphone: 819-827-1717 poste 2241