



### **JOB DESCRIPTION**

TITLE:	Surf Operations Shift Manager
DEPARTMENT:	Revel Surf
REPORTS TO:	Operations Manager
LOCATION:	Mesa, AZ
SALARY:	Salary/\$45,000 to \$55,000. 40 hour work week.

### **SUMMARY:**

The Operations Shift Supervisor assists all Operations Managers with ensuring company standards are met regarding water safety, surf, food, retail, service and satisfaction. Also has the daily responsibilities of employees and follows through to ensure tasks are complete. Including planning and evaluating department activities, delivering the best possible surf, dining and entertainment experience. They are also expected to provide excellent service for guests with a friendly smile while always following our guest service standards. While also following through with staff with the same expectation. Supervisors must have comprehensive knowledge of all events and amenities at Revel Surf.

### **RESPONSIBILITIES**

#### *ESSENTIAL FUNCTIONS BUT NOT LIMITED TO:*

- Assists the Operations Managers with employee selection, training, mentoring, employee relations, performing annual reviews and setting development goals.
- Provide friendly, attentive, and timely service to create exceptional experience for our guests in a high paced environment for all areas of service.
- Able to perform all duties of each Front of House position and fills in when needed.
- Resolves guest problems and concerns along with employee issues.
- Assists the Operations Managers with maintaining the safety and security of our guests and staff.
- Communicates effectively in writing and verbally to employees, guests and vendors.
- Portrays a friendly and helpful attitude with guests and staff.
- Administrative duties including typing, filing, faxing, copying.
- He/she facilitates fulfillment of Revel Surf goals and company initiatives.
- Achieves and maintains overall guest service goals. Oversees the guest service model, ensures guest complaints are resolved appropriately, and that appropriate service recovery gestures are made to ensure complete guest satisfaction.
- Proactively builds guest relations by establishing rapport with current and future guests to understand service requirements.
- Develops and implements creative strategies to increase revenue.

- Ability to work varying shifts, weekends and holidays, as well as extended workdays to support business needs.
- Accomplishes staff results by communicating job expectations; planning, mentoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and implementing systems, policies, procedures, and productivity standards.
- Contributes to team effort by accomplishing related results as needed.
- Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.
- Leads by example to the team, showing effort by accomplishing related results as needed.
- Other duties may be assigned.

#### **REQUIRED QUALIFICATIONS**

- Possesses a highly developed sense of customer service and interpersonal skills including respect for all individuals (customers, vendors, and employees)
- Solid communication skills, strong critical and analytical thinking skills.
- Must be a strong team player, people developer and possess a high level of profit and loss capability.
- Good working knowledge of all cash operations, cashiering functions, procedures and policies
- Must have computer knowledge with Microsoft Office, Excel and Word

#### **EDUCATION AND/OR EXPERIENCE**

- Lifeguard and/or WSI experience preferred.
- Experience in leadership roles in a work environment.
- Highschool diploma required.
- 1 year of Management experience.

#### **PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that must be met by a Team Member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the Team Member will regularly be required to:

- Work days, nights, holidays, weekends are required.
- Work in noisy, fast paced environment with distracting conditions.
- Move about facility both in and out of water.

#### **WORK ENVIRONMENT**

- While performing the duties of this job, the employee regularly works in a Entertainment environment where high level of noise, dust and activity can be expected. The noise level in the work environment is usually loud
- Travel may be required for visits to other locations, company meetings
- **Interior Work Areas-** Rental area with moderate to hot temperatures as well in the kitchen areas. Flooring is tile in the kitchen and carpeted or tile in the restaurant. Rubber mats cover the floor behind the bar. Possibly encountering wet or slippery floor surfaces.
- **Exterior Work Areas-** may have extreme temperatures depending on weather conditions