

Job Title: Driver/Maintenance/Host
Reports To: Head Driver/Property Manager

Minimum Age: 22

Purpose:

The role of driver/maintenance/host is that of responsibility for providing an excellent chauffeur service within resort to our clients in chalets that have been sold with a chauffeured minibus service. You are to be contactable at all times during your scheduled working hours by both staff and clients.

The driver/maintenance/host is also responsible for the general maintenance of chalets, assisting with chalet duties and looking after the Ski Armadillo vehicles to a very high standard.

Working Hours:

- Normal hours of work will vary between seven and nine hours each day.
- The driving team work on a rota system covering the hours from 7.00 am to 1.00 am seven days a week. The duty driver finishing at 1.00 am will remain on call in case of an emergency until 7.00 am when the duty driver phone is handed over.
- Chauffeur Service available to clients seven days a week.
- One day off a week
- Flexibility is required to any reasonable changes by the management team and to ensure a quality service is provided to clients

Responsibilities:

Driving

- Providing an excellent chauffeur service to clients within resort, understanding their driving requirements for the week and co-ordinating with the chalet team
- Providing a professional service arriving as promptly as possible to each pick up request.
- Drive the chalet team to the Boulangerie and onto their chalets each morning, departing the staff accommodation at 7.00 am to ensure the chalet team are in their chalets by 7.30 am at the latest.
- Being in a fit state to drive at all times within your scheduled hours – drivers are forbidden to be over the Swiss legal alcohol limit for driving.
- Drive with due care and attention at all times, never compromise on safety of clients, staff, yourself or others.
- Gain knowledge of Swiss traffic laws, local roads and parking restrictions.
- Parking the vehicles in a responsible fashion at all times, so as not to impede others or incur parking penalties.
- Abide by the Ski Armadillo driving and parking rules – certain roads/areas in Verbier are out of bounds to Ski Armadillo vehicles.
- Ski Armadillo will not accept responsibility for parking fines, speeding fines or any other fines incurred from not following the Swiss traffic laws

Vehicle Maintenance

- Responsible for looking after and cleaning the Ski Armadillo vehicles. Vehicles to be kept clean, tidy and well maintained inside and out at all times, purchasing relevant cleaning products
- Keep Ski Armadillo vehicles in good order, carry out regular weekly safety checks – tyres, oil, water, antifreeze, screen wash, snow chains, safety equipment, etc, in line with the vehicle maintenance schedule
- Vehicles to maintain a sufficient fuel level to complete the shift period and a vehicle is not to be handed onto another member of staff without sufficient fuel

- Fitting and removing snow chains, as required, in order to drive safely around the resort
- Report immediately to the Head Driver/Property Manager an emergency, accident or damage to vehicles completing relevant paperwork/police reports.

Chalet Maintenance and Hosting

- Carry out maintenance on any of the Ski Armadillo chalets as directed by the Head Driver/Property Manager reporting back progress and completion of each maintenance task.
- Report any maintenance work you are unable to complete to the Head Driver/Property Manager immediately.
- Assist with the movement of heavy goods – for example beds and linen.
- Carry out snow clearing at all the Ski Armadillo chalets, making pathways safe to the chalet and surrounding balconies.
- Responsible for the maintenance, cleanliness and hygiene of the hot tubs.
- Maintain the log supply at each chalet – unloading and storing.
- Assist the Head Driver/Property Manager with the distribution of Ski Armadillo equipment to chalets keeping a record of the movement of equipment to ensure it is returned back to storage after use during the season or at the end of season close down.
- Keep all storage rooms/areas of linen, wine, cleaning materials, equipment, etc clean, tidy and well organised.
- Responsible for the collection and delivery of chalet laundry to and from the launderette whenever necessary.
- Responsible for the collection of empty shopping crates from all chalets taking them back to the Co-op supermarket, collecting and returning the deposits to the Head Driver/Property Manager.
- Responsible for the collection and delivery of guest wine from Ski Armadillo's Wine Supplier to Chalets.
- Assist with dinner service, daily chalet cleaning and changeover day cleaning when requested by the Head Driver/Property Manager.
- Assist with the start/end of season cleaning and opening/closing down of Ski Armadillo chalets.

Accounting

- Responsible for company money, account cards and fuel keys in your care – money lost to be repaid back to the company.
- Deposit all company money in a secure place, including the deposit receipts obtained from the Co-op supermarket.
- Accounting kept up to date with receipts for all purchases relevant to company business.
- Complete and present accounts and other paperwork accurately, punctually and neatly as directed by the Head Driver/Property Manager on a weekly basis or as required.
- Undertake any other administrative tasks that are relevant to your position.

Service and Company Image

- Looking after clients creating a warm, friendly, safe and welcoming environment ensuring they have a problem free holiday that exceeds their expectations
- Establish and maintain a professional working relationship with clients, suppliers and all resort contacts.
- Greet clients on arrival into resort and assist with carrying their luggage on arrival and departure
- Provide clients with information and local knowledge of resort to ensure they get the most out of their holiday
- Ensure that in an emergency or an accident you know what to do and the clients know who to contact.

- Deal with complaints in the appropriate manner, taking immediate action to resolve, notifying the Head Driver/Property Manager and keeping the guest informed of the action taken
- Help out with any duties or any other reasonable requests made by the management team, co-operating during busy periods
- Work as a team with all Ski Armadillo employees, offering and giving help if/when anyone needs it
- Drivers must be immaculately turned out (wearing uniform) whilst on duty and ensuring that your personal grooming is always of the highest standard
- Show loyalty to the company, management team and fellow colleagues projecting a professional company image at all times
- Have a thorough knowledge of and support the company's products and policies.
- Look for opportunities with a view to improving the way we work, initiating new ideas and communicate these to the Directors through the Head Driver/Property Manager.
- Abide by Company Health and Safety standards and procedures - report any hazards immediately.

Qualifications

- Clean driving licence

Experience

- Driven a minibus or transit van
- Experience of working in a customer service industry
- Experience of ski chalet holidays

Skills

- Vehicle safety and maintenance
- Basic DIY
- Ability to speak basic French – for ordering of supplies
- Understanding of stock and cost control
- Basic accounting skills