



Job Title: West Shore Café Valet Supervisor
Location: West Shore Café & Inn / Homewood High & Dry Marina
Department: Hospitality
Reports to: Director of Resort Services & Lodging
Employment Status/Type: Seasonal, Full-Time, Thursday-Monday work schedule
Compensation: \$14.00/hr

Job Summary

The Valet Supervisor will supervise and execute all aspects of daily valet operations at West Shore Café & Inn as well as Homewood High & Dry Marina. Assist guests with their vehicles by assisting in the parking and returning of guest vehicles. Organization of guest keys and cars. Refined customer service skills and appearance are required. The Valet Supervisor will supervise 1-6 valet employees, their schedules, and will lead the team with a high level of professionalism and accuracy.

- Speed: Customers want their cars quickly and don't want to wait. Being able to quickly run back and forth to the car is key.
- Hand-eye Coordination: Valets will be driving someone else's car, and need to be careful.
- Customer Service: Valets need to be courteous to drivers and responsive to their needs. Good customer service means good tips.
- Stamina: Valets spend most of their time on their feet, running back and forth to cars.

Duties and Responsibilities

- Promotes and exemplifies the Homewood culture of exceptional guest service, team work, innovation, and fun! Works well independently and with others. Enjoys “pitching in” whenever and wherever assistance is needed. Conducts and shows a high level of professionalism. Values our safety culture, our community, and maintaining a healthy, sustainable environment. Ensures that guests and employees have a fun, safe, and memorable experience. Asks questions, shares concerns, or gives ideas on innovation and efficiencies that improve both the guests’ and employees’ experience.

Skills and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties:

- Have excellent communication, analytical, and interpersonal skills.
- Ability to work in a fast paced environment while maintaining a high level of accuracy and courtesy.
- Must be at least 18 years old.
- Must be able to work in the United States.
- Must have a valid driver’s license with at least 3 years of driving experience.
- Driving record must meet our standards.
- Must be able to operate a manual transmission.
- Must meet criminal background standards.
- Must be able to communicate effectively in English.
- Ladies and Gentlemen Need Apply.
- Must maintain a well-groomed and professional appearance.
- Must be able to wear a uniform.
- Must enjoy serving people and having fun!
- Must display top notch customer service skills.
- **Language Skills:**
 - Literate and fluent in English.
 - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.



- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Additional language(s) desirable.
- **Mathematical Skills:**
 - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- **Reasoning Ability:**
 - Ability to apply common sense understanding to carry out instructions furnished in oral, mathematical, or diagram form.
 - Ability to deal with problems involving several concrete variables in standardized situations
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Education and/or Experience:**
 - High School Diploma or General Education Degree (GED)
 - Prior ski resort or hospitality experience desirable.
- **Certificates, Licenses, and Registration:**
 - Valid Class C Driver License with a driving record meeting the minimum standards required by Homewood's insurance carrier.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- Ability to lift/move 25 lbs. or more and occasionally lift and/or move up to 50 lbs.

Equipment Used

- Telephones, PC, database, office supplies, and filing cabinets
- Handheld radio

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Harsh outside weather conditions.
- Occasionally exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; explosives; and vibration.
- Noise level in the work environment is usually loud.
- Frequently exposed to moving mechanical parts.
- Indoor/outdoor work area environment.

Employee Name: _____

Employee Signature: _____

Date: _____

Employment with Homewood Mountain Resort is "at will" for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Homewood terminate employment relationship at any time without notice or cause.