



# FULL TIME RESORT TEAM APPLICATION GUIDE





# The Interski Resort Team

With over 35 years experience, over 300,000+ clients and zillions of smiles – Interski has an excellent score card. We are a unique tour operator offering all inclusive Snowsports holidays within the Aosta Valley, North West Italy. We are one of the UK's leading schools and adult operators as well as the market leader and largest UK operator in the Aosta Region. Based in the peaks surrounding Mont Blanc in the resorts of Courmayeur, Pila and La Thuile we have the largest British Snowsports School in the world.

## Welcome To Our World

### Our team...

Our knowledge, experience and attention to detail have enabled us to build one of the strongest and most dynamic resort teams in the Alps. Over 45 talented individuals are employed for the entire duration of the season plus hundreds of part time Snowsports instructors. At the centre of everything we do is our staff. We know that they are our number one asset. Our success is shown by the high number of staff that return year after year.

We are one big team magnified by our concentration throughout the valley. As a member of the team you are never far away from a fellow friendly face or helping hand – the amount of support is second to none.

### Our valley...

The Aosta Valley is located on the sunny side of the Mont Blanc Tunnel. It is a natural environment of breathtaking beauty, steeped in history and tradition. Interski has chosen to base its operation in just three of the area's most awe-inspiring resorts – Courmayeur, Pila and La Thuile – each with its own individual charm. By concentrating all of our resources in one area we are able to offer an exceptionally broad range of quality services direct to our clients.

Our very own ski hires provide only the best in equipment with brand new Atomic™ skis in 2016/17. Interski's Snowsports School offers some of the best instruction available in the Alps. All of this combined with constant investment in the resort infrastructure ensures we remain one of the slickest in Europe.



## Why Interski?

In return for your hard work and commitment you will receive a market leading package and the opportunity to play a major role in the continuing success of one of the UK's leading independent winter tour operators. We believe our positions offer you more than just money. All positions include:

- Return travel to resort
- Uniform
- Use of our ski equipment
- Season lift pass
- Excellent accommodation and all meals
- Opportunity of instruction and to progress to a BASI Instructor level
- Mobile phones, two way radios and cars issued to selected positions
- And heaps and heaps of skiing time!!!

Being a smaller privately owned company our independence gives us complete flexibility and you are close to those who make decisions. You are a name and not a number from the moment you apply. When and where possible we will also encourage onsite training to enhance both your personal and professional development. So whether you are thinking about your first job in the Snowsports industry or looking for the next step in your career, being part of the Interski Resort Team will always be a step in the right direction.

## Fancy a position?

We want to create a resort team that we are proud of. For this to happen we need outstanding people. So that's why we are on the lookout for talented and dynamic people to come and join us. Ideally we are seeking individuals with experience in a customer related environment. Candidates must have an approachable nature and be able to demonstrate the ability to work under pressure, both independently and as part of a large team. As you are the 'face' of Interski, we'll expect you to act in a highly professional manner at all times, promote the company in resort and act as a role model. Moreover we want enthusiasm and a genuine desire to make an impact on the clients' time in resort.

All our positions require the same underlying characteristics of honesty and integrity, and we will help you to decide which role is suitable to you and your individual needs. We recruit only the highest quality staff. In return for hard work and commitment you will receive superb rewards and have the opportunity to spend time in an environment that will help develop your career in the winter sports industry.

We work hard to give people the opportunity to develop themselves and each other. So if you're interested in joining our team we'd love to hear from you.

## What next?

If you like what you see and think that you could make a valuable contribution to the Interski's Resort Team, then simply complete the enclosed or online application form and send it with an up to date CV to either:

Overseas Employment  
Interski  
8 Acorn Park  
Commercial Gate  
Mansfield  
Notts  
NG18 1EX

OR penny@interski.co.uk

On receipt of your application we will write to you informing you whether or not you have been selected for a skype interview. Following this interview a successful candidate will be offered the opportunity to interview in person.

If you would like further information regarding these opportunities please phone or email Penny Clarke on 01623 456333 Ext. 208 or [penny@interski.co.uk](mailto:penny@interski.co.uk)



# Team Vacancies

Please note we build a Resort Team, TEAM being the importance, meaning all roles necessitate flexibility and adaptability to undertake work in each of the respective roles where business requirements dictate, and for the proper performance of your duties.

## School & College Co-ordinator

Generally known throughout the ski industry as a hotel rep. At Interski we know them as Co-ordinators, in recognition of the importance and extent of the work they do. You will be the first point of contact for the School & College groups upon arrival in resort and are invaluable to the overall running of their programme, liaising between group leaders, hoteliers and coach drivers. You must be flexible and eager to provide an exceptional level of service and face to face customer care, with good team spirit and lots of initiative. This vital role requires the ability to deal with an array of situations, so the ability to communicate and organise effectively is essential. These team members are more often than not in the spotlight and must have a thorough knowledge of the operation. A very demanding but rewarding position.

## Resort Assistant

One of the most demanding and integral positions within our resort team. These team players are responsible for being in three places at once, assisting in every aspect of the Interski operation. Always contactable 24/7 by phone and/or radio, Resort Assistants must be able to cover as and when necessity dictates. You must be a good all-rounder with a range of skills and qualifications. This role is diverse so requires a flexible hands on and proactive approach. A desire to learn quickly and the ability to think beyond the initial situation are key requirements.

Duties generally involve providing support and advice to both clients and fellow colleagues, manning après-ski events, airport transfers, staffing ski hire and dealing with on-mountain incidents. You will be expected, therefore to be flexible, hardworking and forward thinking. A driving licence is essential as driving duties are an integral part of this role in providing clients with transfers in and around resort and also our 'Meet and Greet Service' at Turin and Geneva Airport.

## Head Resort Assistant

As a main point of contact for the Resort Assistant team, the Head Resort Assistant role offers more responsibility and requires the use of previous team leader experience and considerable initiative to solve problems and manage logistics in one of our resorts. It involves the management and motivation of fellow Resort Assistants and works closely with the Overseas Management Team.

## Resort Rescue

A unique position to Interski, you will act as a translator service between any injured client and the medical services in Italy. This roles does not require any medical experience, you must organise logistics and act as a linguistic aid only. In the event of an accident or illness these invaluable team members are responsible for going to medical centres/doctors/hospitals and hotels, providing caring and supportive back-up for sick/injured clients in resort.

Duties include liaising between Italian and British agencies involved in the medical process. A willingness to provide an exceptional level of service and care is essential, as is the ability to communicate and organise effectively in the very demanding but rewarding position. You should be able to deal with clients/colleagues/suppliers in a professional and reassuring manner during any emergency situations, whilst remaining calm and in control at all times. Italian/French is essential in this role.

## Snowsports School Assistant

It is the responsibility of the Snowsports School Assistant to support the Snowsport School Co-ordinator in all areas of his/her role in a particular resort. It is their main duty to act as a co-ordinator for the instructors, in particular regards to 'off-hill' operations such as accommodation, evening meals and transport. They are also expected to be able to take over from the Snowsport School Co-ordinator should the need arise. They are therefore required to have an intimate working knowledge and understanding of all areas concerning the Interski Snowsport School. A minimum requirement of BASI Level 2 ski qualification (or national equivalent) is required.

## Rental Wear Assistant

Rental Wear is directly run by the Rental Wear Co-ordinator and backed up by a Rental Wear Assistant. The team operates Interski's in-house brand, Rental Wear, in the Aosta Valley. As a Rental Wear Assistant you will be responsible for planning, distribution, collection and upkeep of all resort clothing including rental suits, helmets and resort staff and instructor uniform. These team players are always on call to change garments and also assist in other parts of the Interski operation should they be required.

This is a hands on position so you must be in good physical condition. You must have an excellent attention to detail and work ethic. This is perhaps one of the most flexible positions within the resort team as you may be called upon to work as a Schools & Colleges Co-ordinator or Resort Assistant on a regular basis. The Rental Wear Assistant reports directly to the Rental Wear Co-ordinator. A driving licence is essential.

## Holidays Co-ordinator

Snowsports Holidays Co-ordinators deal with the day to day running of Interski Snowsports Holidays (adults and families) in your specific resort. You will always be on hand and available to facilitate the smooth running of the Snowsports Holidays product. Unlike a Schools/Colleges Co-ordinator, the Holidays Co-ordinator will look after up to five hotels as opposed to just one. You will be responsible for everything from the organisation of arrival lunches to airport meet and greet. You will deal with evening venues, hoteliers and suppliers and always report directly to the Head of Holidays. This is a challenging and varied role with less daily structure than our School/College Co-ordinators. Good communication skills and an ability to work under pressure is essential, as is an interest in dealing with the adult market. Italian or French is an advantage.

## Ski Hire Co-ordinator

Reporting directly to the Head of Resources you will look after Interski's 'shop window'. As well as a working knowledge of ski and board maintenance and repair, you will be responsible for accurate stock control and an efficient rental and return system. Interski owns in excess of 1,850 pairs of skis and 3,500 pairs of boots as well as snowboards. You will be responsible for keeping this equipment in excellent condition. You should be able to demonstrate an organised and methodical approach to your work, whilst remaining cheerful and welcoming at all times as this position involves constant contact with clients. A Snowsports Technician Certificate is essential.

## Resort Nanny

We are looking for a lively, warm and enthusiastic Nanny to join our resort team. This role, new last season, is needing a creative and driven individual to continue to shape this department. The Nanny works in partnership with a local mini club in Pila, to deal exclusively with our clients. You will be responsible for the day to day running of the crèche, and required to create a fun and safe environment in which our clients feel fully confident in leaving their children. You will need experience of working with, and caring for children of varying ages. The Resort Nanny will be responsible to keeping the children engaged and safe, running pre-planned age specific activities and create new and exciting activities. Experience as a Nanny, Au Pair or within education would be ideal.

## Resort Driver

Interski are seeking a professional person, preferably with qualifications and experience, to carry out resort transfers and in-resort movements. You will be expected to help other departments as and when is required. This is a client facing position in which you will be the first and or last impression, it would be essential that you are well kept, approachable and personable. The Resort Driver is one of our most demanding roles. It involves long hours and teamwork. It is vital you have a strong attention to detail and work well under pressure. Full clean driving licence is essential.



# More Than Just a Job!

We believe that our employment opportunities are more than just jobs. Working in the outdoors with enthusiastic clients and working with like-minded people from around the globe is a great life and creates a culture that we believe is hard to beat!

As a member of Interski's Resort Team we will have extremely high expectations of you, but in return you will be provided with excellent accommodation and food, return transport to resort, lift pass, salary and absolutely heaps of skiing or riding - so much so that when you are relaxing we'll tell you to get out and ski! You'll develop as a person too, adding a wealth of experience and valued skills to your CV, and have plenty of fun along the way.

The friends you make at Interski will be friends for life. Join us in Italy's beautiful Aosta Valley next season for a winter you'll never forget and memories that will never fade.

Please watch our videos to see for yourself!



Please send completed applications to:

Overseas Employment

Interski

8 Acorn Park

Commercial Gate

Mansfield

NG18 1EX

OR

[penny@interski.co.uk](mailto:penny@interski.co.uk)



interski  
the aosta valley experts