

## RESORT TEAM RECRUITMENT INFORMATION AND ROLE DESCRIPTIONS – ITALY & ANDORRA v2

Interski offers snowsports holidays to the Aosta Valley, Italy and Andorra to School & College groups and Ski Holiday clients (adults and families).

We have a passion for delivering the highest standard of snowsports holidays and we are looking to recruit professional and customer orientated resort staff to complement our team.

Seasonal (EU Passport / Right to Work in Italy) and part time (EU & UK Passport) roles available.

### REQUIREMENTS

- EU Passport / Right to Work to Work in Italy for seasonal roles in Italy
- EU or UK Passport for part time roles in Italy and Andorra (with ETIAS Visa if a UK Passport Holder)
- Minimum of 21 years old for seasonal roles
- Drivers licence for seasonal roles
- Criminal Record Check / Police Check
- Conversational Italian or French is beneficial
- To adhere to Covid-19 pandemic requirements (if still in place)

### CHARACTERISTICS

- Outgoing with a great sense of humour, a great work ethic and the right attitude
- Willing to learn, to develop your skills and to share your expertise
- Honest, genuine, and kind-hearted with a friendly, helpful nature
- A hard worker! Someone who's not scared of hard work, always ready to get stuck in
- Willing to take ownership of your responsibilities and to get the job done right, every time
- Conscientious, a problem solver and able to make good use of your common sense
- Able to do the right thing and always willing to ask when you're not sure

### PACKAGE

- Competitive Wages
- Travel or Travel Expenses to / from Resort
- Accommodation
- Some meals, role dependent
- Uniform
- Lift Pass
- Day off per week (seasonal roles)
- Insurance
- Training & Development

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Company No. 979341 VAT No. 119 0868 59 Interski is a trading name of Inter School Travel Ltd

# THE AOSTA VALLEY EXPERTS



## APPLICATION PROCESS

### Seasonal Roles

- Please complete the Interski Application Form which can be found via [Resort Team Vacancies @ Interski](#)
- Please send your CV and Interski Application Form to [staffing@interski.co.uk](mailto:staffing@interski.co.uk)

### Part Time Roles (School & College Co-ordinator)

- If you have previously worked for Interski, please send an email to [staffing@interski.co.uk](mailto:staffing@interski.co.uk) expressing your interest to work and advise weeks that you wish to work and advise how many weeks you would like to work during the season.
- If you are new to Interski please send a CV and the completed Interski Application Form to [staffing@interski.co.uk](mailto:staffing@interski.co.uk). Please advise your availability for the season and confirm how many weeks you wish to work during the season.

## **SEASONAL ROLES: ITALY (EU PASSPORT)**

### **RESORT TEAM MEMBER**

#### ROLE DESCRIPTION

- The Resort Team Member role is an integral role within the resort team with varied jobs and tasks
- Resort Team Members will assist in ski hire by opening and closing ski hire, ski and boot fitting and ski hire shifts
- Resort Team Members will complete movements such as an airport transfer, transfer outside of the Aosta Valley and movements within the valley
- Resort Team Members will deliver welcome meetings to Holiday clients; assist with après ski events for School & College clients
- Resort Team Members will provide on hill support and jobs could include a boot change, lunch supervision, assisting with a rescue (accident or injury)
- Resort Team Members will need to be flexible, hardworking, and forward thinking with a 'can do' approach

### **SCHOOL & COLLEGE CO-ORDINATOR**

#### ROLE DESCRIPTION

- 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.
- School & College Co-ordinators will be the first point of contact for school and college groups upon arrival in resort and are invaluable to the overall running of their programme, liaising between group leaders, hoteliers, and coach drivers.
- Important to the role is observing and monitoring groups to ensure all students included are enjoying the Interski experience.
- Typically, School & College Co-ordinators will be responsible for their movements around resort, accompanying them daily to the slopes, après-ski activities and eating with them in your hotel.
- School & College Co-ordinators 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.

### **HOLIDAYS CO-ORDINATOR**

#### ROLE DESCRIPTION

- The Holiday Co-ordinator will deal with the day to day running of the Ski Holidays (individuals, adults and families, groups, corporate groups etc) in their specific resort.
- The Holiday Co-ordinator will always be on hand and available to facilitate the smooth running of the Ski Holidays product.
- The Holidays Co-ordinator will look after up to eight hotels opposed to just one, but the majority of the hotels are located in the town centre or near the ski lifts. This is a varied role with less daily structure than our Schools & College Co-ordinator as groups can arrive on any day of the week and stay for any number of nights they choose.
- Some clients book with Interski and that's all the contact they want, whereas other clients will want to share every bit of their holiday with you.
- The Holiday Co-ordinator will need to be approachable, flexible and have good communication skills and be open to last minute changes with the ability to work under pressure.

## HEAD OF SCHOOLS

### ROLE DESCRIPTION

- The Head of Schools is responsible for ensuring the smooth running of our School & College programme throughout the Aosta Valley
- The Head of Schools will cross check information provided by the Interski UK Office, liaise with suppliers, and plan and organise for the delivery of the schools & college product.
- The Head of Schools will work closely with the Schools & College Co-ordinators, Head of Courmayeur and Head of La Thuile and the Resort Team Members who will assist with delivering the schools & college product
- The role also include liaising with clients, delivering the schools & college product as well as dealing with customer complaints/issues to ensure complete satisfaction of the School & College experience
- To be based in Aosta and work carried in Aosta, Pila, Courmayeur and La Thuile

## **PART TIME ROLES: ITALY & ANDORRA (EU & UK PASSPORT)**

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**\*Due to Brexit regulations, UK passport holders can only work on a closed group, therefore working one week at a time, travelling from the UK via the same mode of transport as the group and returning to the UK at the end of the week.**

**\*UK Passport holders will need to apply for the ETIAS Visa Waiver Programme which should be introduced by the end of 2022. Individuals will need to ensure they adhere to the requirements of the visa waiver programme in order to carry out the work in Italy and Andorra.**