

Operations Specialist Job Description

JOB TITLE: Operations Specialist

EMPLOYER: Moving Mountains, Inc.

EFFECTIVE DATE: 10/6/2020

SALARY, BENEFITS & BONUSES:

Moving Mountains has a strong company culture and is focused on being a best place to work. This is a full-time, year-round position with attractive pay and benefits including health, dental and vision insurance, HSA, life insurance and disability insurance, retirement plan, paid holidays and vacation, and overall performance bonus plan.

Pay Range: \$18-\$22/hour

SUMMARY:

Moving Mountains is a well-established locally owned and operated company that has carved out a niche for high-touch memorable vacation experiences in exceptional mountain homes since 1997. Our brand is built around pillars of trust and integrity and exceptional guest experiences. The company is a market leader in luxury vacation rental management managing over 120 properties in the Colorado mountain destinations of Steamboat Springs, Beaver Creek and Vail.

In 2019 Moving Mountains received an honorable mention being in the top 50 - 100 places to work in the USA as determined by the Outside Magazine Best Places to Work Employees Survey.

The company is on a strong growth track to increase its existing portfolio of high-end vacation rental homes in Steamboat Springs in the next 2 – 3 years. We deliver exceptional guest experience through meticulous attention to details, preventative maintenance and a drive toward swift and complete resolution of problems. This in turn has resulted in industry leading net promoter scores and high levels of guest satisfaction. We are operating at a fast pace, adopting and refining new systems and ideas to optimize our performance and this position will require an individual who is aligned with our goals and objectives and is ready to move-a-mountain in the Operations Team.

The Operations Specialist communicates with multiple departments; operations, front desk, housekeeping and reservations in organizing and executing critical day-to-day functions in luxury properties. The Operations Specialist will help optimize quality control through accuracy, timeliness and communications to best serve our guests, owners and vendors. This is a fun and exciting position requiring knowledge of all aspects of hospitality operations for someone who enjoys working independently. This is the perfect role for a trustworthy person and good communicator who can be the bridge between the front of the house and back of the house. The position requires working weekends.

DUTIES AND RESPONSIBILITIES:

- Strong understanding of computers and Microsoft Outlook, Word and Excel. Knowledge of or willing to learn V12, Salesforce and Happy Inspector programs.
- Owns the responsibility and coordination of property checks including pre-arrival and post-departure.
- Oversee daily inspections for quality control with housekeeping team.
- Overseeing organization of linens, restocking inventory and distribution of consumables
- Perform, coordinate and document home amenity and kitchen inventories
- Assist with prepping new properties
- Create and update house guides

- Front desk responsibilities including shuttle dispatch, virtual walk thrus and in house guest communications.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisor responsibilities

DESIRED SKILLS AND EXPERIENCES

- **Qualifications:** High school diploma or general education degree (GED).
- **Work Experience:** 2 years or more property management related experience and/or training, or equivalent combination of education and experience. Supervisory experience would be a plus.
- **General Knowledge:** Hospitality, attention to detail, customer service, multi tasking.
- **Company Culture:** All managers and supervisors assume a leadership role within the MM team as an ambassador and protector of our company culture.
- **Flexibility:** Demonstrates a willingness to assist in any role within the organization in times of need. Flexible working hours and ability to regularly work on weekends.
- **Adaptability:** Demonstrates a willingness and ability to change as new systems are implemented.
- **Certificates, licenses and registrations required:** Must have a valid driver's license or CDL with a clean driving record and must maintain a clean driving record. Confidence in driving large vehicle including shuttles and towing trailers.
- **Communication:** Must possess excellent customer service skills, communication and interpersonal skills.
- **Diversity:** Ability to work with a diverse team and clientele.
- **Attitude:** Personable and able to deal with variety of personality types. Positive attitude to solving problems.
- **Multi-tasking:** Ability with logistics and coordination of simultaneous assignments
- **Work Ethic:** Deadline driven, detail oriented and able to work autonomously but also as a team player.
- **Teamwork:** Ability to interact positively with supervisor, management, coworkers, owners and guests.

COMPETENCIES:

1. Quality

Demonstrates accuracy and thoroughness
 Displays commitment to excellence
 Looks for ways to improve and promote quality
 Applies feedback to improve performance
 Monitors own work to ensure quality

2. Dependability

Responds to requests for service and assistance
 Follows instructions, responds to management direction
 Takes responsibility for own actions
 Commits to doing the best job possible
 Keeps commitments
 Meets attendance and punctuality guidelines

3. Planning & Organization

Prioritizes and plans work activities
 Uses time efficiently
 Plans for additional resources
 Integrates changes smoothly

Sets goals and objectives
Works in an organized manner

4. Safety & Security

Observes safety and security procedures
Determines appropriate action beyond guidelines
Uses equipment and materials properly
Reports potentially unsafe conditions

5. Teamwork

Balances team and individual responsibilities
Exhibits objectivity and openness to others' views
Gives and welcomes feedback
Contributes to building a positive team spirit
Puts success of team above own interests

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand and walk, talk and hear
- Frequently required to climb, balance, bend, stoop, kneel or crawl
- Continually required to utilize hand and finger dexterity
- Continual exposure to wet and/or humid conditions (non-weather)
- Continually exposure to outside weather conditions
- Continually exposure to extreme heat or cold (non-weather)
- While performing the duties of this job, the noise level in the work environment is usually moderate to loud
- The employee must regularly lift and/or move up to 20 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus
- Additional remarks regarding work environment:
 - Able to get in and out of a vehicle
 - Must be able to walk on icy & slippery surfaces
 - Occasionally required to drive or may be expected to drive at some point
- Specialized equipment, machines, or vehicles used: Shuttles and Suburbans

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.