



JOB OFFER – Site Manager

Purpose of the position

With the help of your team, offer a memorable experience for visitors by providing a warm welcome, delightful entertainment and a fun time! The site manager is responsible for all daily operations at the attraction. More specifically, he or she is responsible for the visitor experience, training and managing a team, the safety of everyone on the site, the proper working order of the equipment and any other factor required for smooth operations.

Responsibilities:

- Organize and supervise all activities and operations of the site in collaboration with the director of operations
- Train, manage, supervise and coordinate the team and their work schedule
- Act as a go-to for any questions the team has
- Lead by example in terms of customer service, manage problems or customer complaints and make sure that the team provides exceptional customer service
- Be aware of group reservations to plan the day's operations
- Make sure that employees always have all the material and equipment they need for their job
- Ensure that all brochure displays are fully stocked and that there is no inventory missing in the restaurant
- Ensure the safety of visitors and employees
- Be aware of the condition of the site (lighting, cleanliness, doors and stairs, etc.), the game's components and obstacles, all the restaurant equipment and the IT equipment
- Keep the whole site clean, functional and organized by ensuring the cleanliness of traffic areas and workspaces
- Circulate any relevant information to employees and hold regular team meetings
- Oversee cash handling procedures
- Prepare and count the cash registers and deposits
- If equipment breaks down in the labyrinth or the building, follow up with management or contact the specialized supplier for repair if it's urgent
- Promote the values, policies and procedures of SOS Labyrinth and ensure that they are understood by the team
- Complete your daily report in the manager's logbook with important notes
- Perform opening and closing operations

You'll like this job and we want to meet you if:

- You study or studied management or you have experience
- You are comfortable making decisions, observant and analytical
- You have leadership and the ability to supervise and motivate a team
- You can manage several tasks at once and establish priorities
- You are results oriented, with a proactive attitude
- You speak French and English
- Your good mood is infectious and you are an extrovert with good people skills
- You show tact (politeness and courtesy) and you are able to establish good interpersonal relationships
- You enjoy team work and promoting collaboration



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What we can offer:

- Complete training from the first day of work
- A pre-established work schedule with flexibility for holidays
- A pleasant and friendly workplace where you can grow with a team that is as dynamic as you
- Free tickets that you can give to your friends and family
- Discounts on most restaurants and attractions in the area

Conditions

- Schedule of 30 to 40 hours throughout your contract (late April to late October)
- Start date April 20 for training. Season start: April 27, 2020
- Open every weekend and for group reservations for the months of May, June, September and October. Open 10 a.m. to 10 p.m. every day from late June until August 24.

Send us your CV and cover letter to rh@soslabyrinth.com. We would like to thank all applicants for their interest in SOS Labyrinth. We will only contact those selected for an interview.