



NUCO Travel Ltd.

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Resort Rep - Job Specification

NUCO is the UK's largest student snowsports operator, and our reps are a major part of what makes us who we are. As a rep, you are the face of our brand in resort to passengers and suppliers.

There is no exact model for a NUCO rep, our teams are made up of hardworking individual characters who work together to deliver incredible memories that last a lifetime for all our passengers. You are the ones who can really make a difference to a passenger's experience. You will be a real asset to our team and along the way you will have an amazing time too. The more you put in really equals the more you get out.

More about your experience

To be a successful Resort Rep you'll need to have:

- Customer service experience
- Be accustomed to working as part of a team
- Experience of working to deadlines
- Be confident and familiar with hosting events/activities/ or trips abroad
- Possess great organisational and time management skills
- Ability to work at pace and adapt to new challenges

It would also be useful to have:

- Snow sports experience
- Events experience
- To have worked on/closely with a University sports committee
- French language skills



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More about the role

As a Resort Rep you'll carry out an important and varied role in resort, some of the main responsibilities are, but not limited to:

- Travelling with passengers on their coach and ensuring the journey runs smoothly
- Contributing to a smooth arrival and check in process for passengers in resort
- Ensuring passenger lift passes are distributed correctly and promptly
- Assisting passengers with ski hire and ski lessons
- Hosting nightlife in resort, (for example meals, bar and club nights etc)
- Carrying out room rounds throughout the week, delivering vital information to passengers and answering any questions or issues they may have
- Assisting with the departure process and helping passengers have a smooth check out and all the information they require
- Ad hoc resort requirements, such as assisting with medical issues, passenger requests and resort runner duties
- Represent NUCO in resort
- Hosting and staffing our events in resort

What you'll get:

- Travel to and from resort
- Accommodation (shared)
- Lift Pass
- Ski hire
- Medical insurance
- Weekly Sustenance

Uniform

You'll be issued with a NUCO T-shirts and a returnable jacket. Plus you'll have the opportunity to purchase NUCO stash such as hoodies and beanies.



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Training

The key element of your training will be our annual Training Weekend which is held in November over a long weekend which introduces you to the world of NUCO and covers key skill areas.

You'll get online resources such as our digital guide and access to our custom applications.

Progression

Working as a Resort Rep is an ideal opportunity to gain some incredible and varied work experience. You'll develop skills in customer service, coordination and planning.

There are also opportunities to progress within NUCO. You'll learn about other resort roles, such as Events Crew, Head Rep, and Assistant Manager positions. We are always looking to develop our team and nurture talented team members to progress to senior positions, as well as head office roles.

Who our Resort Reps report to

Your main support and team leaders in resort will be your Head Reps, Assistant Managers, and Resort Managers.

In the run-up to your trips, you'll have contact with and receive further trip information from the Rep Management team in the NUCO office.

When and Where you'll work

We will allocate our rep team based on their performance, experience, and the requirements of the group/ week. Our reps can normally expect to work between 2 and 5 weeks through the season. However, this will be subject to change based sales for the year and other factors.