



LAKE LOUISE SKI RESORT

Lake Louise is consistently acclaimed the most scenic ski area on the planet, with light, dry, champagne powder with an astounding 4,200 acres to explore!

JOB OVERVIEW

- ✓ **Seasons:** Summer & Winter
- ✓ **Province:** Alberta
- ✓ **Min age:** 19
- ✓ **Jobs:** Snowmaking, Lift Operations, Retail, Rentals, Guest Services, Food & Beverage, Housekeeping, support crew
- ✓ **Interview locations:** Online or face to face
- ✓ **Wages:** Entry level positions-\$20CAD/hr

STAFF HOUSING

- ✓ Subsidised shared staff housing in resort owned housing or a resort-leased property in and around Lake Louise.

STAFF PERKS

- ✓ Lake Louise Staff Lift Pass
- ✓ Reciprocal skiing at other resorts
- ✓ Discounts on rental and retail
- ✓ Awesome staff parties & events
- ✓ Free group lessons at ski school

THE RESORT

- ✓ Great summer and winter location
- ✓ Largest ski resort in the Rockies.
- ✓ Epic views of the Canadian Rockies
- ✓ The powder skiing here is incredible
- ✓ VERY cold in the winter, down to -30

*Please note - The content in this email is provided as a guide and for your information, and is the most current version at the time you receive this. Always double check terms of employment directly with HR, and accept that data as absolute



Grooming policy in place – some piercings, no neck/face, hand tattoos and dreadlocks not accepted.



SNOWMAKING

Tends artificial snow making equipment of ski resort to produce artificial snow along ski trails: Rides chair lift or drives snow-terrain vehicle along ski trails to reach snow equipment.

Responsibilities:

- Operate snowmaking equipment, including snow guns, snow cats, and snow blowers
- Monitor snowmaking operations and adjust equipment as needed
- Monitor weather conditions and adjust snowmaking operations accordingly
- Ensure snowmaking operations are in compliance with safety regulations
- Maintain snowmaking equipment and perform regular maintenance
- Assist with snow grooming operations
- Assist with other resort operations as needed

Requirements:

- Ability to work in cold temperatures
- Ability to lift and carry up to 50 pounds
- Ability to work independently and as part of a team
- Excellent customer service skills



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LIFT OPERATIONS

We are looking for and safety-minded Lift Operations professionals to join our team at Lake Louise Ski Resort. The successful candidate will be responsible for the safe and efficient operation of the ski lifts, ensuring that all guests have a safe and enjoyable experience.

Responsibilities:

- Ensure the safe and efficient operation of the ski lifts
- Monitor the ski lifts for any potential safety issues
- Assist guests with loading and unloading the ski lifts
- Ensure that all safety protocols are followed
- Monitor the ski lift lines and ensure that guests are not waiting too long
- Assist with the maintenance and repair of the ski lifts
- Ensure that all lift operations are in compliance with local and provincial regulations
- Provide excellent customer service to all guests
- Other duties as assigned

Qualifications:

- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to work independently and as part of a team
- Ability to lift up to 50 lbs
- Ability to work in extreme weather conditions
- Ability to work flexible hours, including evenings and weekends
- Ability to work in a high-altitude environment



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RETAIL

We are looking for Retail Associates to join our team at Lake Louise Ski Resort. The Retail Associate will be responsible for providing excellent customer service, stocking shelves, and assisting customers with their purchases. The Retail Associate will also be responsible for maintaining a clean and organised store environment.

Responsibilities:

- Greet customers and provide excellent customer service
- Stock shelves with merchandise
- Assist customers with their purchases
- Maintain a clean and organized store environment
- Process payments and handle cash
- Ensure all merchandise is properly priced and labeled
- Assist with inventory management
- Assist with store promotions and displays
- Follow all safety and security protocols

Qualifications:

- Previous retail experience is preferred
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Ability to stand for long periods of time
- Ability to work flexible hours, including evenings and weekends
- Ability to work independently and as part of a team
- Knowledge of POS systems is an asset



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RENTALS

The Rental Technician is responsible for providing excellent customer service to guests of Lake Louise Ski Resort. This position is responsible for renting and fitting ski and snowboard equipment, as well as providing general information about the resort. The Rental Technician must be knowledgeable about the resort's rental equipment and be able to provide advice and assistance to guests.

Responsibilities:

- Greet customers and provide excellent customer service
- Fit and adjust ski and snowboard equipment to customers
- Ensure rental equipment is in good condition and safe to use
- Maintain rental equipment and keep rental area clean and organized
- Assist customers with questions and provide general information about the resort
- Follow safety protocols and procedures
- Other duties as assigned

Qualifications:

- Previous experience in customer service and/or rental equipment is preferred
- Ability to work in a fast-paced environment
- Excellent customer service and communication skills
- Ability to lift and carry up to 50 lbs
- Ability to stand for long periods of time
- Ability to work in a team environment
- Ability to work flexible hours, including evenings and weekends



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GUEST SERVICES

The Guest Services Representative is responsible for providing excellent customer service to guests of Lake Louise Ski Resort. This position will be responsible for providing information on resort services, activities, and amenities, as well as assisting guests with any questions or concerns they may have. The Guest Services Representative will also be responsible for providing a safe and enjoyable experience for all guests.

Responsibilities:

- Greet guests and provide information on resort services, activities, and amenities
- Assist guests with any questions or concerns they may have
- Ensure a safe and enjoyable experience for all guests
- Monitor the resort grounds for any safety or security issues
- Provide assistance to guests in need of medical attention
- Maintain a clean and organized work area
- Follow all safety and security protocols
- Other duties as assigned

Qualifications:

- Previous customer service experience
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Ability to work independently and as part of a team
- Ability to stand for long periods of time
- Knowledge of the local area and attractions an asset



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FOOD & BEVERAGE

We are looking for an experienced Food & Beverage Server to join our team at Lake Louise Ski Resort in Canada. The ideal candidate will have a passion for providing excellent customer service and a commitment to delivering a high-quality dining experience. The Food & Beverage Server will be responsible for taking orders, serving food and beverages, and ensuring that all guests have a pleasant and enjoyable experience.

Responsibilities:

- Greet guests and take orders in a friendly and professional manner
- Serve food and beverages in accordance with established standards
- Ensure that all guests are satisfied with their dining experience
- Maintain a clean and organized work area
- Follow all safety and sanitation guidelines
- Assist with other tasks as needed

Qualifications:

- Previous experience in a food and beverage setting
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Knowledge of food safety and sanitation guidelines
- Ability to stand for long periods of time



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HOUSEKEEPING

The Housekeeping Attendant is responsible for providing a clean and comfortable environment for guests at the Lake Louise Ski Resort. This position requires a high level of attention to detail and excellent customer service skills. The Housekeeping Attendant will be responsible for cleaning and maintaining guest rooms, public areas, and other areas of the resort.

Responsibilities:

- Clean and sanitize guest rooms, public areas, and other areas of the resort.
- Change bed linens and towels as needed.
- Vacuum carpets and dust furniture.
- Empty wastebaskets and replace liners.
- Clean and sanitize bathrooms.
- Replenish amenities and supplies in guest rooms.
- Report any maintenance issues to the appropriate personnel.
- Follow all safety and security procedures.
- Other duties as assigned

Qualifications:

- Previous experience in housekeeping or a related field is preferred.
- Ability to work independently and as part of a team.
- Ability to lift and move heavy objects.
- Ability to stand for long periods of time.
- Excellent customer service skills.
- Ability to work in a fast-paced environment.
- Knowledge of cleaning products and techniques.
- Ability to work flexible hours, including weekends and holidays.



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