



The Working
Holiday Club™
WORK TRAVEL VOLUNTEER

SUNSHINE VILLAGE

Sunshine Village is in the heart of the Canadian Rockies in Banff National Park. The resort is just eight kilometres west of the bustling tourist town of Banff.

Job Overview

- ✓ **Winter Season:** Late October – late May
- ✓ **Summer Season:** Late May – October
- ✓ **Province:** Alberta
- ✓ **Min age:** 19
- ✓ **Jobs:** Lift Ops, Food & Beverage, Guest Services, Retail, Hotel Maintenance, Gondola Operator, Daycare Attendant, Bare Area Attendant, Rentals, Cook, Housekeeping, Cashiers.
- ✓ **Interview locations:** Online or face to face

Staff Housing

- ✓ Limited housing on mountain
- ✓ Some staff housing in Banff

Staff Perks

- ✓ Season ski pass
- ✓ Reciprocal skiing at other resorts
- ✓ Discounts at 134 other resorts.
- ✓ Regular staff group trips
- ✓ Discounts at 13 other Canadian resorts

The Resort

- ✓ Incredible powder skiing
- ✓ 3358 acres of skiable terrain
- ✓ Employs over 375 staff in winter
- ✓ Only accessible by Gondola

*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



We are looking for Lift Operations Attendants to join our team at Sunshine Village 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 and maintain the ski lifts, ensuring that they are in good working order
- Assist guests with loading and unloading the ski lifts
- Provide guests with information and instructions on how to use the ski lifts
- Monitor the ski lift lines and ensure that they are running smoothly
- Assist with the maintenance and repair of the ski lifts
- Ensure that all safety protocols are followed
- Provide excellent customer service to all guests

Requirements:

- Previous experience in a customer service role
- Ability to work in a fast-paced environment
- Ability to lift and carry up to 50 lbs
- Ability to stand for long periods of time
- Excellent communication and interpersonal skills
- Ability to work in a team environment
- Ability to work in all weather conditions
- Ability to work flexible hours, including weekends and holidays



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FOOD & BEVERAGE



We are looking for an enthusiastic and customer-oriented Food & Beverage Attendants to join our team at Sunshine Village Ski Resort. The successful candidate will be responsible for providing excellent customer service to our guests, preparing and serving food and beverages, and ensuring that all areas of the restaurant are kept clean and tidy.

Responsibilities:

- Greet customers and take orders in a friendly and professional manner
- Prepare and serve food and beverages according to established standards
- Ensure that all areas of the restaurant are kept clean and tidy
- Maintain a positive attitude and provide excellent customer service
- Follow all safety and sanitation guidelines
- Assist with other duties as assigned

Requirements:

- Previous experience in a food and beverage setting is preferred
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Ability to stand for long periods of time
- Ability to lift up to 50 lbs
- Ability to work flexible hours, including nights and weekends



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GUEST SERVICES



We are looking for Guest Services Representatives to join our team at Sunshine Village Ski Resort. The Guest Services Representative will be responsible for providing excellent customer service to our guests, ensuring their satisfaction and comfort during their stay. The ideal candidate will have excellent communication and interpersonal skills, as well as a strong customer service background.

Responsibilities:

- Greet and welcome guests upon arrival and provide them with information
- about the resort and its amenities.
- Respond to guest inquiries and complaints in a timely and professional manner.
- Assist guests with check-in and check-out procedures.
- Ensure that all guest rooms are clean and properly stocked.
- Monitor and maintain the cleanliness of the resort's common areas.
- Assist with the organization and setup of special events.
- Provide guests with information about local attractions and activities.
- Assist with the maintenance of the resort's reservation system.
- Assist with the maintenance of the resort's inventory.
- Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent.
- Previous experience in customer service or hospitality.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to multitask and prioritize tasks.
- Knowledge of local attractions and activities.
- Knowledge of computer systems and software.



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RETAIL



Sunshine Village Ski Resort Canada is looking for Retail Associates to join our team. The Retail Associate will be responsible for providing excellent customer service, stocking shelves, and assisting customers with their purchases.

Responsibilities:

- Greet customers and provide excellent customer service
- Stock shelves with merchandise
- Assist customers with their purchases
- Process payments and handle cash
- Maintain a clean and organized store
- Assist with inventory management
- Ensure compliance with all safety and security regulations
- Other duties as assigned

Qualifications:

- Previous retail experience preferred
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Ability to stand for long periods of time
- Ability to lift up to 50 lbs
- Ability to work flexible hours, including evenings and weekends
- Knowledge of POS systems a plus



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HOTEL MAINTENANCE



We are looking for a reliable and experienced Hotel Maintenance Workers to join our team at Sunshine Village Ski Resort. The successful candidates will be responsible for performing general maintenance and repair tasks in the hotel, including plumbing, electrical, carpentry, painting, and other related duties. The ideal candidate should have excellent problem-solving skills and be able to work independently with minimal supervision.

Responsibilities:

- Perform general maintenance and repair tasks in the hotel, including plumbing, electrical, carpentry, painting, and other related duties.
- Inspect and maintain all hotel equipment and systems, including HVAC, plumbing, and electrical systems.
- Respond to guest requests and inquiries in a timely, professional manner.
- Ensure that all safety and security protocols are followed.
- Maintain a clean and organized work area.
- Perform other duties as assigned.

Requirements:

- High school diploma or equivalent.
- Previous experience in hotel maintenance or related field.
- Knowledge of basic plumbing, electrical, carpentry, and painting techniques.
- Ability to work independently with minimal supervision.
- Excellent problem-solving skills.
- Ability to lift and carry heavy objects.
- Ability to work in a fast-paced environment.
- Excellent customer service skills



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HOTEL BASE AGENT



We are looking for a Hotel Base Agents to join our team at Sunshine Village Ski Resort in Canada. The Hotel Base Agent will be responsible for providing excellent customer service to our guests, ensuring that all their needs are met and that their stay is enjoyable. The Hotel Base Agent will be responsible for checking guests in and out, handling reservations, providing information about the resort and its amenities, and assisting with any other guest needs.

Responsibilities:

- Greet guests upon arrival and check them in to their rooms
- Handle reservations and answer any questions guests may have
- Provide information about the resort and its amenities
- Assist guests with any needs or requests they may have
- Ensure that all guest rooms are clean and in good condition
- Handle any complaints or issues that may arise
- Maintain a professional and friendly demeanor at all times
- Follow all safety and security protocols
- Other duties as assigned

Qualifications:

- Previous experience in customer service or hospitality
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Ability to work independently and as part of a team
- Knowledge of the local area and attractions
- Ability to work flexible hours, including nights and weekends
- Ability to lift and carry up to 50 lbs



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GONDOLA OPERATOR



Sunshine Village Ski Resort Canada is looking for a Gondola Operators to join our team. The Gondola Operator will be responsible for the safe and efficient operation of the gondola lift.

Responsibilities:

- Ensure the safe and efficient operation of the gondola lift
- Monitor and adjust the speed of the gondola lift
- Ensure the safety of passengers by following all safety protocols
- Assist passengers with loading and unloading the gondola
- Perform daily maintenance and safety checks on the gondola lift
- Monitor and report any mechanical or operational issues
- Provide excellent customer service to all passengers
- Follow all safety regulations and procedures

Requirements:

- Previous experience operating a gondola lift preferred
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to work in all weather conditions
- Ability to lift up to 50 lbs
- Ability to stand for long periods of time
- Ability to work flexible hours, including nights and weekends



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DAYCARE ATTENDANT



Sunshine Village Ski Resort Canada is looking for a Daycare Attendants to join our team. The successful candidates will be responsible for providing a safe, nurturing, and stimulating environment for children aged 6 months to 5 years.

Responsibilities:

- Supervise and interact with children in a positive and encouraging manner
- Ensure the safety and well-being of all children in the daycare
- Plan and implement age-appropriate activities and experiences for the children
- Maintain a clean and organized daycare environment
- Monitor and document children's progress and development
- Communicate with parents and guardians regarding their children's activities and progress
- Follow all safety and health regulations
- Assist with meal preparation and clean-up
- Perform other duties as assigned

Requirements:

- Previous experience working with children in a daycare setting
- Knowledge of child development and behavior
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to multi-task and handle multiple children at once



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BARE AREA ATTENDANT



We are looking for a Bare Area Attendant to join our team at Sunshine Village Ski Resort. The Bare Area Attendant will be responsible for ensuring the safety of guests and staff in the bare area of the resort. The Bare Area Attendant will be responsible for monitoring the area for any hazards, providing assistance to guests, and ensuring that all safety protocols are followed.

Responsibilities:

- Monitor the bare area for any hazards or unsafe conditions
- Provide assistance to guests in the bare area
- Ensure that all safety protocols are followed
- Report any safety issues to the appropriate personnel
- Assist with the setup and takedown of equipment in the bare area
- Maintain a clean and organized work area
- Other duties as assigned

Qualifications:

- Previous experience in a customer service role
- Knowledge of safety protocols and procedures
- Ability to work independently and as part of a team
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Ability to lift and carry up to 50 lbs.
- Valid driver's license and reliable transportation
- Ability to work in all weather condition



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RENTALS



We are looking for a Rental Technicians to join our team at Sunshine Village Ski Resort in Canada. The Rental Technician will be responsible for providing excellent customer service to our guests by helping them select and rent the appropriate ski and snowboard equipment. The Rental Technician will also be responsible for maintaining and repairing rental equipment, as well as ensuring that all rental equipment is in good working order.

Responsibilities:

- Greet customers and provide excellent customer service
- Assist customers in selecting the appropriate ski and snowboard equipment
- Ensure that all rental equipment is in good working order
- Maintain and repair rental equipment as needed
- Ensure that rental equipment is properly stored and organised
- Follow all safety protocols and procedures
- Other duties as assigned

Qualifications:

- Previous experience in a customer service role
- Knowledge of ski and snowboard equipment
- Ability to lift and carry heavy equipment
- Ability to work in a fast-paced environment
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to work flexible hours, including evenings and weekends



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