



Position: Guest Services Attendant / Mountain Greeter
Employment Status: Full Time Seasonal – Staff accommodation is available
Employment Period: Late October/Mid December – May
Reports to: Department Supervisors and Manager

Job Description:

The guest services/mountain greeting attendant is a split position that is responsible for providing professional and efficient service to our guests regarding ticket sales and general information both in person and via the telephone. The attendant is responsible for greeting and welcoming guests at the lifts and ensuring that each guest has a valid ticket and/or pass before loading the lifts and/or gondola. The attendant will be required to deal with customer inquiries and complaints, process transactions and adhere to company policies and procedures.

Job Responsibilities:

- Dealing in a professional manner with customer enquiries, complaints and comments
- Ticket selling and Season pass sales (including cash/debit/credit transactions and cash out procedures)
- Switchboard room - includes operating the main resort switchboard, being the central radio/fax/email communications hub for the ski hill, and distributing all internal/external mail.
- Managing and assisting with lost and found and locker rentals
- Self-serve ticket kiosk assistance
- Cleaning of all Guest Services areas and administrative offices
- Ensure positive guest experience through interaction & satisfaction
- Ensure that all scanned lift passes are valid
- Snow/ice removal in the base area
- Assist the groomers with ski/board racks removal and set-up
- Clean and maintain the lift mazes

Job Requirements/Qualifications:

- Ability to work in a team environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to analyze and interpret the needs of guests and offer the appropriate options, solutions, and resolutions required
- Able to respond quickly in a dynamic and changing environment
- Service oriented, assertive, flexible, outgoing and enthusiastic
- Able to work outside in all weather conditions
- Strong communication skills
- High level of proficiency with Microsoft Word & Excel, Outlook and Internet
- Cash handling experience preferred
- Switchboard experience / professional phone etiquette considered an asset
- Previous customer service experience required

Work Schedule:

5 days on/2 days off

Dress Code:

Indoor uniform shirt provided at cost, black pants and comfortable shoes in accordance with appearance policy. Outdoor uniform (jacket and pants) which is provided for a rental fee, you are to provide all other necessary items in accordance with appearance policy.