

Position: Guest Services Attendant (inside) /Mountain Greeter (outside)

Employment Status: Full Time Seasonal – Staff accommodation is available

Start Date: May– October

Reports to: Guest Services Managers and Supervisors

Job Description: The Guest Services Attendant/Mountain Greeter is responsible for providing professional and efficient service to our guests regarding ticket sales, general information and resort policies while working both inside and outside. When working inside, the Attendant will be required to upsell products, deal with customer inquiries and complaints, process transactions and adhere to company policies and procedures. When working outside, the Mountain Greeter will either be responsible for welcoming guests to the resort at the entrance or scanning tickets at the lift.

Job Responsibilities:

- Ensure positive guest experience through interaction & satisfaction and resolve guest issues within scope of authority
- Dealing in a professional manner with customer enquiries, complaints and comments
- Provide information to guests in regards to current resort offerings and policies
- Ticket selling (including cash/debit/credit transactions and cash out procedures)
- Switchboard – includes operating the main resort switchboard, being the central radio/fax/email communications hub
- Scan all lift tickets and ensure they are valid
- Cleaning of all Guest Services areas using Health Canada recommended products
- Ensure we are adhering to the reduced capacity and physical distancing protocols in place for COVID-19 and that guests are aware of the policies and the importance of following regulations
- Assessing all visitors for symptoms of COVID-19

Job Requirements/Qualifications:

- Willing and enthusiastic about working both inside and outside in all weather conditions
- Cash handling experience preferred
- Switchboard experience an asset
- Strong, professional phone manner
- Previous customer service experience an asset
- 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
- Able to effectively communicate both verbally and in writing
- Service oriented, assertive, flexible, outgoing and enthusiastic
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment

Dress Code: Uniform shirt provided at cost, black pants and closed in shoes in accordance with appearance policy