

GUEST SERVICES ATTENDANT JOB DESCRIPTION MISERY MOUNTAIN SKI AREA



POSITION SUMMARY

The guest services attendant provides a number of services to guests. They help guests by offering information, and generally strive to make each and every guest visit enjoyable. Work can be very fast-paced, especially during the peak hours. Guest services attendants are often the eyes and ears of the Misery Mountain Ski Area, and are often the first to greet our customers..

SPECIFIC ACCOUNTABILITIES

- ~ Answer telephones and greet visitors in the reception area before they greet us
- ~ Book lessons, recommend lesson programs and prepare lesson packages for the instructors
- ~ Use word processing and spreadsheets to prepare reports and memos as required
- ~ Open, sort and distribute correspondence emails and general mailbox voicemail messages
- ~ Operate and maintain office equipment such as photocopiers, laminating machine, voicemail messaging system and computer scanning equipment
- ~ Track and sell season passes, lift tickets, gift certificates and other promotional items
- ~ Edit, format and/or transcribe material notes from the various managers
- ~ Be knowledgeable about the various products and services Misery Mountain offers
- ~ Be aware of promotional & special events, school bookings, corporate and group functions in order to relay and help direct staff for these events
- ~ Maintain and promote staff morale through positive attitudes and social aspects of the Misery Mountain working environment.
- ~ Responsible to ensure that all patrons have read waivers administered to them according to policy
- ~ Assess patrons ability to use lifts and abide by the Alpine Responsibility Code
- ~ Safely climb ladders
- ~ Safely use power tools
- ~ We are a team at Misery Mountain and as a member of that team you may be asked to assist other departments or you may draw upon help from other staff members to help you achieve your goals. Through this type of environment we ensure Misery Mountain is operated effectively and efficiently
- ~ Perform other responsibilities when required as directed by the General Manager

SKILLS, INTERESTS AND VALUES

- ~ Have an outgoing, approachable and friendly personality and show commitment to exceeding guest expectations at all times
- ~ Good organizational and time management skills
- ~ Work with minimal supervision and work independently
- ~ Well-developed interpersonal skills to interact with customers of various ages with animation and patience
- ~ Relay work instructions to staff as directed by the Manager
- ~ Pay close attention to detail

WORKING CONDITIONS

- ~ Position is primarily non-physical with intermittent periods of sitting or standing with an office base
- ~ This position is seasonal and hours of work are primarily on weeknights, weekends and holidays
- ~ The length of a working day may vary depending on how busy the ski area is or deadlines that need to be met for a particular project
- ~ A clean, up to date Vulnerable Sector Check and Intervention Record Check are required for anyone 18 years of age or older

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PERSONAL REQUIREMENTS

- ~ There are no standard education requirements for Guest Services, as they are trained primarily on the job. Familiarity with Word, Excel and Google Docs would be considered an asset
- ~ Must at all times be fit for duty and not under the influence of any forms of drugs or alcohol be it prescription or recreational
- ~ All staff over 16 will be part of the evacuation team and must be fit for duty to climb towers and ladders, properly rig evacuation belay devices, ensuring all components are in correct operational status, and be responsible for the lives of our patrons

REPORTING RELATIONSHIPS

Reports To: General Manager & Assistant Manager
Supervisors: None

Date _____

Employee Name

Employee Signature