



Snowsports School & Guest Services Job Description

Position: Snowsports School / Skier Services Personnel

Updated: September 2021

Supervisor: Director of Guest Services

Overview: We are in need of a friendly, outgoing person for a fast paced guest service position. Must be willing to work flexible daytime hours. Ticket sales, schedule ski & snowboard lessons and customer service both in person and over the phone.

Essential Functions/Responsibilities (to include, but not limited to the following):

- Responsible for daily sales and daily cash receipts.
- Answering telephones and emails.
- Selling private and group lessons.
- Selling and processing season passes.
- Processing employee ID's and employee name tags.
- Providing customer service and handling customer questions and concerns.
- Tubing reservations
- All other duties as assigned.

What we expect of you:

Customer service skills and a positive attitude are required, as dealing with the public is a priority. Time management skills are important in this fast paced environment as well as the ability to work collaboratively in a team environment is a must. Read the attached Job Hazard Assessment.

Requirements:

- Light duty job.
- Basic computer skills required.
- Minimal standing.
- Background check.
- Ability to work weekends and holidays.
- Ability to work in a fast-paced environment.
- Work well with other team members.
- Wear uniform at all times while on duty.

What to expect from us:

Generally, work schedules are six days per week. Schedules are influenced by weather conditions and guest attendance, most full time employees work 45-55 hours per week, part time hours are available. Pats Peak provides uniforms; you need to provide other clothing that is applicable to your position at Pats Peak. Employment for the season is usually from the beginning of December through the end of March. We offer free skiing, rentals and lessons (all with supervisor approval); meal discounts and discounts in our retail shop.