

Batawa SKI HILL

Employer	Batawa Community Sports Inc (Batawa Ski Hill)
Title	Guest Services Agent
Status	Seasonal
Department	Guest Services
Report to	Administration Manager

JOB SUMMARY

Guest Services Agent is a seasonal position. Responsible for ensuring 100% guest satisfaction from the moment a guest arrives at Batawa Ski Hill. You will serve as the main point of contact for all guests. A pleasant attitude and excellent customer service skills is a must. You will also be responsible for point-of-sale and may be responsible for supplying properly fitted equipment to guests. May need to lift 10+ pounds.

DUTIES

- Respond to customer needs: selling season passes, lift tickets, snow school lessons and retail items; answering telephone inquiries; and other duties as assigned
- Respond quickly and politely to requests from guests, supervisors or management in a timely, friendly, and efficient manner and follow up to ensure guest satisfaction
- Strong knowledge of ski hill offerings, including rates, programs, retail inventory, policies, and emergency procedures
- Handle payments; process cash, cheques, debit, and credit card transactions. Counts cash register floats and signs off on daily cash-out reports
- Provide accurate lift tickets (i.e.: timing, type of pass, color, etc.)
- Maintains supplies, neat and organized to department standards
- Log and maintain lost and found items including office supplies
- Follows and enforces Batawa Ski Hill policies and procedures
- Cleaning of guest services and rentals area (vacuuming, removing garbage, wiping counters, etc.)
- Communicate to ski hill operations staff through radio communications
- Other duties as assigned by supervisor or management

ESSENTIAL SKILLS

- Able to work independently, ability to prioritize and ability to multi-task
- Requires standing/walking/bending throughout shifts
- Great customer service skills, verbal, and written skills
- Must always exhibit courteous hospitality and must be proactive
- Able to demonstrate problem solving skills and ability to project a positive attitude over the telephone and in person
- Able to work all assigned shifts and flexible schedules including weekends and holidays – At times be able to remain past assigned shift end to support the team through a “rush” of guest activity
- Previous customer service experience preferred
- Must work well under pressure
- Good working knowledge of the community of Batawa.

JOB DESCRIPTION

Revision Date: Oct 4, 2022

- High School Diploma required or working towards Diploma
- Always demonstrates a professional image through appearance and uniform dress
- Strong work ethic and commitment to excellence
- Knowledge of emergency procedures
- Previous cash handling and/or point-of-sale experience preferred
- Computer literate, Microsoft Office software understanding
- Successful completion of training/tests (WHMIS, online Safety Awareness Training, or other department requirements)

Batawa Ski Hill works to ensure the highest level of employee training specific to the requirements of the job; working alongside employees to ensure their confidence and provide a safe and secure workplace for all.

APPLICATION PROCESS

Complete online application form and upload your resume at [Online Employment Application](#) (link can also be found on our website under Employment)