



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

JOB SUMMARY

Guest Services and Rentals Representative 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 and passholders. A pleasant attitude and excellent customer service skills is a must. You will also be responsible for supplying properly fitted equipment to guests. May need to lift 10+ pounds.

Guest Services	Rentals
<p>DUTIES</p> <ul style="list-style-type: none"> • Responding to customer needs: selling programs, lift tickets, snow school lessons and retail items; answering telephone inquiries; booking snow school lessons; and other duties as assigned • Responds quickly and politely to requests from guests, supervisors or management in a timely, friendly and efficient manner and follows up to ensure guest satisfaction • Strong knowledge of programs, retail inventory, rates and emergency procedures • Handles all payments; processes cash, cheque, debit and credit card transactions. Counts cash register floats and signs off on daily summary 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) • Other duties as assigned by supervisor or management <p>REQUIREMENTS</p> <ul style="list-style-type: none"> • Able to work independently, ability to prioritize and ability to multi-task • Requires standing/walking/bending throughout shift • Great customer service skills, verbal, and written skills • Must exhibit courteous hospitality at all times 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 shifts and flexible schedules including weekends and holidays • Previous customer service experience preferred • Must work well under pressure • Good knowledge of the community of Batawa. • High School Diploma required or working towards Diploma • Demonstrates a professional image at all times through appearance and uniform dress • Strong work ethic and commitment to excellence • Knowledge of emergency procedures • Computer literate, Microsoft Office software understanding • Successful completion of tests (WHMIS, online Safety Awareness Training, or other department requirements) 	<p>DUTIES</p> <ul style="list-style-type: none"> • Service and repair rental equipment according to established guidelines • Ensure rental forms are completed accurately and signed off by a renter or guardian • Fit bindings and rental equipment for guests according to sizing charts and manufacturer’s specifications • Inventory equipment weekly • Prioritize work orders in an expedient manner • Adhere to health and safety procedures while using tools and equipment • Maintain organization, cleanliness and abide by H&S standards • Use of hand tools; screw drivers, power tools, irons and wax • Adhere to Batawa Ski Hill policies and procedures • Waxing and basic tuning of customer equipment • Cleaning of guest services and rentals area (vacuuming, removing garbage, wiping counters) • Other duties as assigned by supervisor or management <p>REQUIREMENTS</p> <ul style="list-style-type: none"> • Able to work independently, prioritize and multi task • Requires standing/walking/bending/ lifting/ carrying throughout shift • Great customer service skills, verbal, and written skills • Demonstrate problem solving skills and ability to project a positive attitude over the telephone and in person • Able to work all shifts and flexible schedules including weekends and holidays • Experience with basic service tools • Ski and snowboard knowledge is preferred • Strong work ethic and commitment to excellence • Knowledge of emergency procedures • High School diploma or working towards diploma • Demonstrates a professional image at all times through appearance and uniform dress • Successful completion of tests (WHMIS, online Safety Awareness Training, or other department requirements)

Application Procedure:

1. Complete online application form at <https://goo.gl/forms/tpGuhi70u7EKOnUf2> (link can also be found on our website under Employment)
2. Submit resume to admin@batawaskihill.com or drop off at (or mailed to): Batawa Ski Hill, 99 Ski Club Lane, Batawa, ON K0K 1E0. For more information please call 613-398-6568.