

Mt Shasta Ski Park

## **Corporate Office Receptionist**

**JOB TITLE:** Corporate Office Receptionist/Administrative Assistant

**JOB SUMMARY:** Receptionist and front desk position that assists customers, sells Mt Shasta Ski Park products, and provides assistance to various Mt Shasta Ski Park departments.

**JOB DUTIES:** One of the goals of this position is to provide the customer with exceptional customer service. This is accomplished in part by being fully knowledgeable about the products and options provided by Mt. Shasta Ski Park. Information must be clearly communicated to customers in a friendly and courteous manner. Other duties include: answering the telephone and routing calls; computer data entry; answering customer email questions; resolving customer problems; sales and accurate accounting of tickets, passes and gift certificates; processing cash, check and credit card payments; updating the email address database; receiving, processing and routing incoming mail; processing and sending outgoing mail; processing donation requests; maintaining the office environment in an organized and professional manner; assisting other Mt Shasta Ski Park departments when requested. The Corporate Office Receptionist must work well under pressure, meeting multiple and sometimes conflicting deadlines. The Receptionist shall at all times demonstrate cooperative behavior toward customers, supervisors, coworkers and other Mt Shasta Ski Park employees. This position also assists the Accounting, Marketing, and Human Resources departments. Other duties as assigned, may include working in other departments.

**QUALIFICATIONS:** Must be 18 years of age or older, with a mature and professional working attitude. The Corporate Office Receptionist must have telephone, computer and basic accounting skills, must be able to communicate effectively with the public and coworkers, and must have good organizational and multi-tasking skills.

**DESCRIPTION OF THE WORK ENVIRONMENT:** The Mt. Shasta Ski Park Corporate Office is located near downtown Mt. Shasta. Employees must have dependable transportation to the office, even in heavy winter snow.

**PHYSICAL REQUIREMENTS:** The receptionist must be able to sit for long periods of time at a desk, and/or in front of a computer monitor. Employee must be able to lift up to 40 pounds. The employee must be able to quickly and accurately input data on a computer keyboard.

**WORK SCHEDULE:** This is a full-time/part-time hourly position depending on time of year. The workday typically begins around 8:30 a.m. and lasts until 4:30 p.m. Lunch breaks can be one-half to one hour, taken between 12:00 and 1:00 p.m. This schedule is subject to change based on the needs of the company.

**REPORTS TO:** This position reports to the Ski Park CFO.

**BENEFITS:** This is a non-exempt hourly position. Pay is based on experience. Benefits include an employee season pass (family pass after two seasons), and food/retail store discounts.