

GUEST SERVICES

JOB TITLE: Guest Services I

JOB SUMMARY: The primary function of this position is to provide information and assistance to our guests in a friendly and courteous manner.

JOB DUTIES: This is a public relations position that has direct and sometimes first contact with the public. Maintaining a professional and courteous manner under pressure is part of the essential functions of this job. Other functions include answering multiple phone lines, assisting walk in traffic, solving customer related problems, and administering lost and found. The employees for this department must be knowledgeable about all aspects and upcoming events of the Ski Park, and be able to solve unusual and interesting problems to the guest's satisfaction. Record phone messages on the snow phone to update daily ski and road conditions. The guest service employee must consistently demonstrate a cooperative behavior towards guests, coworkers and supervisors. Other duties as assigned, may include working in other departments.

QUALIFICATIONS: Must be 18 years of age. This individual must have good telephone and verbal skills and the ability to interact in a courteous and professional manner with all customers. Computer experience is preferred, but not required.

DESCRIPTION OF THE WORK ENVIRONMENT: The elevation of Mt. Shasta Ski Park is 5,500 feet. Winter conditions can be severe with sub freezing temperatures, high wind and heavy snow. The guest services office is located on the lower level of the base lodge, a short walk up from the parking lot. While most of the time is spent indoors, some outdoor work may be required at times. This department becomes hectic and chaotic at times, especially during weekends and holidays.

PHYSICAL REQUIREMENTS: The applicant must be able to handle stressful situations. This position requires the employee to stand at a counter for up to 4 hours at a time. Breaks are inconsistent due to guest traffic. He or she must be able to lift 25-pound boxes.

WORK SCHEDULE: This is a full or part time seasonal position starting when the Ski Park opens for winter operations. Depending on snow conditions, the season typically runs from mid December to mid April. You will be expected to continue work until your supervisor lays you off. Day shifts normally start at 7:30am and end at 4pm. Evening shifts start at 3:30pm and end at 9:30pm. All employees will be required to work weekends, holidays and some evenings.

REPORTS TO: This position reports to the Guest Services Supervisor.

BENEFITS: This is a non-exempt hourly position. Pay is hourly and based on experience. Benefits include season pass and retail/food discounts.