

Mt. Shasta Ski Park

## **LEARNING CENTER OFFICE**

**JOB TITLE:** Learning Center Office Manager

**JOB SUMMARY:** Assist the Learning Center Director to manage the office.

**JOB DUTIES:** The primary function of this position is to assist the Learning Center Manager with running a smooth and efficient office. Duties will include assisting with the training and monitoring of cashiers, problem solving, computer entry, scheduling, coordinating with the Cash Office Supervisor, and preparing the departments payroll information. Other duties may include helping the ESP Coordinator, enforcing Learning Center and Ski Park rules and regulations, balance reconciliation sheets, assist rental department, and office cleaning. The Learning Center Office Manager candidate will be required to sell lessons at a ticket window. Assist customers in determining lesson, rental and ticket needs in a friendly and courteous manner. This individual must work well under pressure, meeting multiple and sometimes conflicting deadlines. He or she shall at all times demonstrate cooperative behavior towards guests, co-workers and supervisors. Other duties as assigned, may include working in other departments.

**QUALIFICATIONS:** Must be 18 years of age and have some bookkeeping experience. Must be able to operate a 10 key calculator and have basic computer skills including knowledge of MS Word and MS Excel. This individual must be knowledgeable of all aspects of the Ski Park and Learning Center and have the ability to convey that information to other employees. Basic knowledge of the ski / snowboard terminology is necessary.

**DESCRIPTION OF WORK ENVIRONMENT:** The elevation of Mt. Shasta Ski Park ranges from 5,500 ft. to 6,800 ft. Winter conditions can be severe with sub freezing temperatures, high wind and heavy snow. While the majority of work is performed inside, the employee will be expected to park in employee parking and walk to the office, approximately 5 minutes. The office is small and can be very hectic and fast paced, especially on weekends. The office is heated, but drafty as the ticket windows are open for business and the office door is constantly being opened. Uniform items will be issued.

**PHYSICAL REQUIREMENTS:** Must be able to stand at a window selling lessons for up to 6 hours a day. He or she will be required to lift boxes weighing up to 30 pounds.

**WORK SCHEDULE:** This is a full seasonal position. Depending on snow conditions, the season typically runs from mid December to mid April. The daily work schedule can vary, but basically it is from 8am to 4pm. You will be required to work weekends, holidays and some evenings. This schedule may change without notice depending on the needs of the Ski Park as determined by the Learning Center Manager.

**REPORTS TO:** This position reports to the Learning Center Director.

**BENEFITS:** This is a non-exempt hourly position. Pay is hourly and based on experience. Benefits include season pass (family pass after 2 full seasons), food and retail discounts.