

# GUEST SERVICES ASSOCIATE

Reporting to the Guest Services Manager, the Guest Services Associate is responsible for the programs and services that directly impact the customer (including but not limited to ticket and pass sales, ski school sales, rental services, food and beverage, and lodge facilities/cleanliness). The Guest Services Associate ensures the indoor facility operates effectively and ensures exceptional customer service is provided.

The position will work in partnership with the Rental Technician, whose responsibilities include sizing, distributing and maintaining the rental equipment. There will be an expectation of cross-training and mutual support between the two roles.

You possess relevant education supplemented by ski industry or guest service experience, preferably in the hospitality/tourism industry. Experience with the ski and snowboard industry is essential. You are hands-on, identifying opportunities and solving problems. You are proactive, committed to safety and quality service. You have demonstrated strong interpersonal and communication skills with experience in dealing with the public and fellow staff. You create a safe and positive work culture.

## RESPONSIBILITIES

- Provides excellent guest service to internal and external guests, creates a positive, family-oriented and lively atmosphere
- Remains current on pass and ticket offerings, lessons, programs, camps, school/group bookings, special events, and other items offered to the public
- Operates the facility effectively and efficiently
- Cleans and maintains the facility (inside and outside) on a regular basis
- Operates the facility according to Board-approved operational requirements, Board-approved policies and procedures and all applicable regulatory standards
- Identifies and pursues opportunities to improve the sustainability of the organization
- Acts as a community ambassador for the Edmonton Ski Club
- Assists in other areas as required; including rentals, special events, lift operations, maintenance and ski school (if applicable)

## QUALIFICATIONS

- Education and/or experience in guest services and/or with a ski area
- Enthusiastic about skiing or snowboarding
- Outgoing and friendly attitude
- Ability to work in adverse weather conditions and work a schedule that includes evenings, weekends and holidays

## WORK SCHEDULE

This is a part-time seasonal position, December – March. Planned hours of operation are:

- Monday-Tuesday: 5:00 PM - 9:00 PM
- Wednesday-Friday: 1:00 PM - 9:00 PM
- Saturday-Sunday: 10:00 AM - 5:00 PM

**IF YOU'RE INTERESTED, PLEASE SEND A RESUME AND COVER LETTER TO [JOBS@EDMONTONSKICLUB.COM](mailto:JOBS@EDMONTONSKICLUB.COM)**