



Job Title: **DISPATCHER - Summer Season**

Location: Cypress Mountain Resort
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9
604-926-5612 www.cypressmountain.com

Reports To: Dispatch Supervisor

Department: Dispatch

Status: Part Time Summer Season (Fri & Sat)

Start Date: Immediately

Cypress Mountain is currently recruiting for a Summer Dispatcher to join the team. Our Dispatchers are the center of communication for the Mountain. They receive, relay and record all information, update our website, data-enter statistical data and dispatch appropriate departments.

ESSENTIAL DUTIES & RESPONSIBILITIES (include but not limited to the following):

- Receive, relay and record communications on the mountain through radio transmissions, phone lines and in person.
- Update weather information on the Cypress Mountain website, record and file various data related to mountain operations.
- Keeps updated on current events/promotions and relays information to other departments/staff
- Provides accurate information to guests regarding lifts, trails, all area facilities and services, operating hours, current events and promotions, etc.
- Caters to guests needs, answers questions and handles complaints, always in a courteous and helpful manner
- Takes command in emergency situations and is responsible to ensure established procedures are followed
- Knows procedures for radio use and dispatch communication
- Follows all policies and procedures as described in Employee Handbook.
- Possesses full mountain knowledge
- Maintains a neat and efficient work area
- Takes responsibility for his/her own safety and reports unsafe conditions to their Supervisor
- Follows new procedures as required
- Assists and supports all other Cypress Mountain staff in the performance of their job duties
- Performs other related duties as assigned
- Courteous towards co-workers and Guests
- Enters, transcribes, records stores, and maintains information in written or electronic form - data entry of records.

QUALIFICATIONS/COMPETENCIES:

- Problem solving and decision making skills
- Excellent communication and interpersonal skills
- Ability to adapt to change
- Ability to remain courteous and organized when under pressure
- Knowledge of administrative and clerical procedures such as word processing. Basic office experience.
- Computer skills and the ability to use computers/web programs to enter data and process information
- A strong command of the English Language, including the ability to speak, read and write in English, including the meaning and spelling of words

EDUCATION and EXPERIENCE:

- High School or equivalent

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must be able to legally work in Canada

WAGE/BENEFITS:

- \$19.50/hour
- Season end bonus program
- Discounts on F&B
- Discount in Retail
- FUN work atmosphere in unique environment!

TO APPLY:

Cypress Mountain is an equal opportunity employer and encourages candidates of all backgrounds to apply. If you are passionate about communication and thrive in a collaborative environment, we invite you to apply for this exciting opportunity www.cypressmountain.com/employment

The above description is a general overview of the responsibilities of the position but is not intended to be all-encompassing. Additional or alternative responsibilities may be assigned and discussed, depending on the dynamic needs of the department and Cypress Mountain Resort as a whole.