



Job Title:	<u>SUMMER SNOW SCHOOL SPECIALIST/GUEST SERVICES FRONTLINE</u>
Location:	Cypress Mountain Resort 6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9 604-926-5612 www.cypressmountain.com
Department:	Guest Services
Status:	Full Time/Summer Season (with possibility leading into winter employment)
Reports To:	Guest Services Manager
Start Date:	June 2022 (or when lessons launch)

Join the Cypress Team in this newly created role, to support the exciting growth of Cypress Mountain's summer operations.

The Snow School/Guest Services Front Line Sales Agent will sell and process coaster tickets/reservations, season passes and other programs/products sold through the Guest Services office. This includes direct interactions with Guests in person, over the phone, via email and online chat. They will also support the winter Snow School Department in regards to bookings, more complicated snow school specific inquiries and follow-up as required over the summer months. This is done in a courteous, friendly and efficient manner.

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

- Provides a welcoming and positive experience for Guests & team members alike
- Provides accurate information to Guests regarding summer coaster, and winter lessons, passes, tickets, and rental rates, all area facilities and services, operation hours, etc. for both Downhill and Cross Country areas
- Caters to Guest needs and handles concerns in a pleasant and helpful manner
- Answers and monitors the incoming phone lines to the mountain, redirects when necessary
- Answers Guest Services emails and lesson emails
- Advises on lesson related questions
- Responds to detailed lesson inquiries, and lesson refunds and deferral requests
- Daily point of sale operations and cash-outs
- Keeps updated on current events/promotions and informs Guests of the same
- Accepts, logs and tracks all lost and found items
- Maintains a neat and efficient work area
- Takes responsibility for his/her own safety and reports unsafe conditions to their Supervisor
- Assists and supports all other Cypress Mountain team in the performance of their job duties
- Courteous towards co-workers and Guests
- Performs other related duties as assigned

QUALIFICATIONS/COMPETENCIES:

- Sales experience and/or solid record or responsibility
- Cypress Mountain Lesson Desk/Lesson Reservations experience
- Ability to remain organized and courteous when under pressure
- Strong communication skills and interpersonal skills
- Aptitude for electronic equipment and mathematical skills
- Ability to adapt to change

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must be able to legally work in Canada
- Driver's license and reliable/insured vehicle an asset but not required

WAGE/BENEFITS:

- Wage: competitive compensation package
- Summer end bonus program (5%)
- Discounts in Cypress Creek Grill
- Discounts on Retail items
- FUN work atmosphere in unique environment!

This job description is not intended to be all-inclusive. You may be asked to perform other related duties as negotiated to meet the ongoing needs of the organization.