

## Job Description

### **TICKET OFFICE, DAYLODGE & ADMINISTRATION**

The main objective of this position is to facilitate the safe and efficient operation of the Ticket Office & Daylodge facility by providing guests with exceptional service so as to leave them with lasting positive experiences.

- Other objectives of this position include, but not limited to:
- Answering and dealing with customer phone enquiries
- Receiving bookings and payments
- To provide product tickets, accommodation, and other sales utilizing the CHEESEPOS system.
- To ensure daily banking procedures are completed and floats are maintained.
- To keep booking records updated and ensure payment from guests.
- To answer general enquiries by phone and E-mail, or from guests in person and to act as the general communications base for the Ski Area.
- To handle purchases, enquiries and manage club merchandise
- To assist the Snowline Lodge & Guest Manager organize bunk room allocation for ski week and weekend guests.
- Assisting other staff where and when requested
- Any other tasks as directed by the Mountain Manager