

Guest Services Assistant Manager – Fulltime Seasonal

Welch Village Ski & Snowboard Area is currently seeking Guest Services Associates for our ski and snowboard resort! Guest Services Associates are responsible for daily sales and providing excellent guest service at the Lift Ticket windows, Season Pass and Guest Relations Office, and the SkiLink Learning Center.

WHAT'S IN IT FOR YOU?

- Fun, dynamic resort work environment
- Food and beverage discounts at dining locations
- Retail discounts at our retail and tuning shop
- Competitive wages
- Free winter season pass to our resort.
- Lesson/Rental discounts
- Free skiing for family and friends (certain restrictions apply)

AS A GUEST SERVICES ASSISTANT MANAGER YOU WILL:

- Sell and process season passes, group events, daily tickets, and other products and services.
- Welcome guests to our Ski & Snowboard school in a warm, friendly, prompt and professional manner.
- Oversee and assist with the registering of ski and snowboard school guests.
- Oversee and assist with Group Sales and special events.
- Maintain a high level of professional appearance, demeanor and ethics in dealing with guest, co-workers and staff.
- Assist with training new and existing guest service associates.
- Maintain a working knowledge of resort products and promotions.
- Answer general resort questions and provide accurate directions.
- Ensure all appropriate paperwork is completed.
- Fulfill orders and troubleshoot basic ticket and pass issues.
- Monitor assigned email accounts and phone lines. Respond professionally and in a timely manner to all inquiries.
- Perform administrative tasks including filing, copying, and alphabetizing.
- Perform opening and closing duties.
- Cross-train into other areas to broaden job knowledge and experience when appropriate.
- Perform additional tasks as requested by Managers and Supervisors.

JOB QUALIFICATIONS:

- Must be at least 18 years of age
- High school diploma or equivalent – Preferred
- Previous retail experience
- Must enjoy working with people and interacting with guests
- Able to communicate clearly and comfortable with Welch Village guests
- Attention to detail and timeliness.
- Basic computer skills
- Ability to multi-task
- English Proficiency

- Team Player
- Able to work the entire season (October– March)
- 40 hours per week required
- One weekend day per week and/or rotating full weekend required.

PHYSICAL REQUIREMENTS:

- Ability to stand in one area for extended periods of time.
- Ability to bend, lift and carry heavy objects (up to 55lbs)

Becoming part of the Welch Village team means you're joining one of the best ski resorts in the Midwest. Join our team and come experience all that Welch Village has to offer. www.welchvillage.com

Welch Village Ski Area, Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veteran status or any other status protected by applicable law.