



rabbit hill
snow resort

Job Description

Title

Customer Service Representative

Reports To

Customer Service Manager

Summary

This position is our guest's first point of contact. Greeting customers in a friendly and positive manner, you will help customers have a memorable and positive experience at Rabbit Hill Snow Resort by helping them with purchases and with any inquiries they may have.

Job Duties

- Uphold an excellent in-office guest experience and atmosphere
- Must have a “do what it takes attitude” and remain courteous, patient, and tactful in all interactions with guests
- Respond to inquiries in person, by email, and on the phone
- Address customer service-related questions and concerns, escalating to the Customer Service Manager if needed
- Process seasons pass purchases online and in-person
- Handle cash including a daily float and debit and credit card transactions
- Promote and sell all products and experiences available at Rabbit Hill
- Follow all policies and procedures set out by management
- Develop and maintain positive and proactive relationships with team and staff in other departments
- Assist with emergency procedures when required
- Light cleaning
- Perform other duties as required

Requirements

- Well developed communication and interpersonal skills
- Work well in a fast-paced team environment and make responsible decisions quickly
- Detail oriented
- Previous work experience in a customer service role is considered an asset
- Previous cash-handling experience
- Proficient with MS Office (Word, Excel, Outlook), and Point-of-Sale (POS) systems – an asset
- Ability to work flexible hours, including weekends, evenings, and holidays
- Ability to complete computer work for long periods of time
- Must be able to lift up to 30 pounds
- Must be over 17 years of age
- Must have reliable transportation to Rabbit Hill as there is no transit service to our facility
- Must be able to attend training around the beginning of November
- Must be able to start work around mid to late November

Working Conditions

- Primarily in an office environment
- Sometimes exposed to frequently open doors or windows to the outside
- Occasionally may be required to work outdoors in cold weather
- Fast-paced environment that is often loud and demanding
- Stand, walk, and remain on feet to perform job duties for extended periods of shift
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting
- Use of cleaning chemicals