



rabbit hill
snow resort

Job Description

Title

Snow School Lesson Sales Representative

Reports To

Snow School Supervisor and 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 lesson purchases and with any Snow School inquiries they may have.

Job Duties

- Promote an excellent in-office guest experience and atmosphere
- Ensure all customer inquiries and complaints are addressed and handled professionally, leaving the customer with a positive resolution. Escalate to the Snow School Sales Desk Supervisor or Manager if needed
- Respond to inquiries in person, by email and by phone
- Process lesson purchases and bookings online, over the phone, and in person
- Handle cash, including a daily float and debit and credit card transactions
- Must be familiar with all Snow School Lesson offerings.
- Assist customers in selecting the correct lessons or bundles to suit their requirements and skill levels.
- Follow all policies and procedures set out by management
- Able to interact with guests and fellow staff sensitively, tactfully, diplomatically, and professionally at all times.
- Perform other duties as required

Requirements

- Well-developed communication and interpersonal skills
- Work well in a fast-paced environment.
- Self-motivated, ability to work both independently and in team settings.
- Detail oriented
- Previous work experience in a customer service role is considered an asset
- Previous work experience working in Snow School or teaching ski/snowboard lessons is an asset
- Previous cash-handling experience
- Proficient with MS Office (Word, Excel, Outlook), and Point-of-Sale (POS) systems is an asset
- Ability to work flexible hours, including weekdays, weekends, evenings, and holidays
- Ability to complete computer work for long periods of time
- 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 and start work around the beginning of November