

Bigrock Mountain

Job Description and Requirements

Retail Sales / Ticket Office

Retail staff members are responsible for cash operations at the mountain. This may involve many functions, or locations where customers are being served.

Staff members must be proficient in handling money and working with the retail sales equipment. They must also be customer oriented and provide a friendly, yet professional attitude to all types of customers. A neat appearance is also beneficial, as the ticket clerk often gives the first impression of the company to new customers.

Knowledge of items for sale, and the ability to price quickly and correctly is also important, as customers are primarily here to enjoy the services.

Staffers must be proficient enough in math to reconcile sales at the end of their shift if necessary. Occasionally the retail clerk will be the first person who is notified of an emergency or a situation that needs immediate response from ski patrol or management. He/she must be able to communicate, by radio, the need to the proper department so they can respond quickly.

Requirements

Ability to use the provided retail equipment (cash registers, credit card readers, pricing database, etc.) to complete transactions quickly and correctly.

Efficiency and reliability in handling all sales, ensuring that pricing is correct, sales completed (both electronically and cash). And reconciliations are correct.

Present a friendly and professional attitude to the clientele. Also obtain basic knowledge of ticket pricing, items for sale, group rates, etc. so to be able to answer questions from customers without constantly calling management.

Stay informed of any special events coming up or groups arriving that day so as to be prepared for increased sales traffic, plus a knowledge of the current snow conditions that is helpful to customers.

Be aware of any guest behavior that may present a safety, or security issue (intoxication, aggressive or offensive acts, etc.) and discretely alert management so action can be taken.

Perform other tasks that may be required by management.

Expectations of Bigrock Mountain:

Arrive each day at the scheduled time required by your supervisor.

Dress appropriately for the work involved (adhere to the BigRock dress code).

Personal presentation is important: *You are you*, but put the best *you* out there that you can.

Be professional yet “customer oriented”. This is a retail position, *You are the face of Bigrock*.

Communicate effectively with customers, coworkers, and management including radio use.

Keep your work area neat and clean.

Do not let a fast pace distract you from doing the job right, and courteously.

Handle the company’s money discretely and efficiently.

Education: High School or GED equivalent desired

Experience: Clerical or retail experience desired.