Office Administration Receptionist

Reports To
Your direct Supervisor, and or Nicholas Huter, Sarah Huter and or Robert Huter

Purpose of the Job

The Office Administration Receptionist may be the guest's first interaction with Mount St. Louis Moonstone Ski Resort, so we need to make sure it is consistently a positive one. Each guest that walks into Mount St. Louis Moonstone Ski Resort will be welcomed and acknowledged with positive customer service. An Office Administration Receptionist is responsible for ensuring the guest is provided with the highest level of service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, an Office Administration Receptionist has the ability and empowerment to make the guest's experience more than memorable. An Office Administration Receptionist must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

Duties & Responsibilities

- Directing all incoming calls
- Updating daily condition changes to the web site
- Processing memberships, programs, lessons and employee time cards
- Balancing daily reconciliation of money received from memberships, programs, gift certificates
- Processing on-line orders
- General office duties, typing, filing, faxing, photocopying from all departments
- Assisting with processing of group tickets
- Direct incoming shipments from Federal Express, Purolator, Can-Par, UPS to the correct department
- Cleanliness of the Office area
- Read, understand and comply with all Resort Polices and Procedures
- Other duties as assigned

Skills & Educational Requirements

- Exceptional communication and interpersonal skills
- Strong ability to work independently as well as cooperatively as a team member
- Good computer skills including proficiency in Microsoft Word, Excel, Outlook,
- Microsoft Access, CRCSS (Norsoft)
- Knowledge of the ski industry would be beneficial, but not necessary
- Experience working with people of all ages

Physical & Time Requirements

- Day Shift Hours
- Night Shift Hours
- Being flexible with department schedule
- Follow lunch, washroom and break procedures as directed
- Being punctual and professional with assigned duties
- Lift up to 40 lbs, assisted lifts with anything over 40 lbs
- Ability to sit stationary for long periods of time
- Spend extended hours in front of a computer screen
- Stability to walk on uneven surfaces and icy conditions
- Communicate, converse with and exchange accurate information with guests, fellow crew members and other departments in a polite and professional manner