Ticket Cashier

Reports To
Vice President, General Manager

Purpose of the Job

The Ticket Cashier is one of the first contacts with a guest at 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. A Ticket Cashier 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, a Ticket Cashier has the ability and empowerment to make the guest's experience more than memorable. A Ticket Cashier must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

Duties & Responsibilities

- Always greet guests in a friendly and professional manner
- Engage each guest as a unique individual and listen attentively to their requests
- Listen to guest's complaints or concerns and resolve their issues in a timely and professional manner
- Working in conjunction with all departments for the daily operations of the Resort
- Responsible for daily records of lift ticket sales, lessons, refunds, rentals, groups/schools, lockers
- Handling of Debit, Credit and cash purchases ensuring it balances correctly at the end of shift
- Responsible for the cleanliness of the ticket office
- Responsible for all money received (cash, cheques, credit cards)
- Learn and adhere to all fire and emergency procedures
- Responsible for the cleanliness of the Guest Services area
- Knowledge of the Violence and Harassment Policy & Procedures
- Read, understand and comply with all Resort Policies and Procedures
- Other duties as assigned

Skills & Educational Requirements

- Computer knowledge
- Cash, Debit and Credit processing skills
- Knowledge of rental equipment, and pricing of tickets and lockers. Keeping up with any changes from season to season
- Possess effective communication and problem solving skills
- Experience working with people of all ages
- Able to work cooperatively with a number of departments
- Experienced in administration of office duties
- Read & write English and able to differentiate between colours

Physical & Time Requirements

- Day Shift Hours
- Afternoon Shift Hours
- Being flexible with departmental schedule
- Being punctual and professional with assigned duties
- Follow lunch, washroom and break procedures as directed
- Stability to walk on uneven surfaces and icy conditions
- Ability to remain stationary for long periods of time

- Communicate, converse with and exchange accurate information with customers and fellow employees in a polite and professional manner