

Holiday Valley
Guest Services Attendant/Ticket Scanner
Job Description
2023-2024

Position Objective

Using a hand held scanner, scan each guest's RFID ticket prior to loading a chairlift, resolves ticket issues independently or with assistance of customer service and/or safety patrol. Also manages lift lines.

Shifts Full and Part time winter seasonal positions available. We are a seven day/week resort with both day and evening shifts available. May require working some Holidays (Christmas, New Years, Martin Luther King, Presidents Day)

Reporting Relationships

Reports To Guest Services Safety/Security manager or designee.

Works Closely With: Guests, Lift Attendants, Customer Service, Safety and Security staff.

Primary Responsibilities

1. Scans each person's RFID ticket with a hand scanner to ensure the ticket is valid
2. Resolves ticket inconsistencies independently or with assistance from either Dept Manager or Designee, Customer Service, Guest Services Office staff or Safety Patrol/Security
3. Manages lift lines either independently or with assistance of mountain operations staff to ensure smooth transition to the chairlift loading zone
4. Presents a professional, friendly and courteous image to guests at all times
5. Arrives on time and dressed prepared for variable winter weather conditions

Qualifications

1. Guest centered individual who strives to maximize a positive guest experience
2. Self-motivated confident individual capable of problem resolution
3. Ability to handle a hand scanner
4. Able to stand and work outdoors for the duration of the shift (with breaks)
5. Reliable/dependable team member to ensure team success

Salary

Starting salary is \$15.00/hour.