



## **CASHIER**

Great guest relations are vital to Catamount. Catamount cashiers are usually the first team members that guests come in contact with and therefore, they must make a good initial impression. A cashier must accurately tender purchases at cash registers, provide change and maintain a balanced drawer in a friendly manner. Catamount cashiers are deployed to one of three areas for the duration of the winter: the Ticket Booth, the Snow Sports Desk or the Mountain Cats Desk.

## **RESPONSIBILITIES**

- Greet and assist guests as they approach the counter.
- Explain prices and promotions.
- General knowledge of mountain required to assist guests with inquiries.
- Accept/understand current coupons, verify authenticity of each.
- Sell lift tickets.
- Sell group or private lessons (position dependent).
- Activate rental forms.
- Issue refunds.
- Answer telephone.
- Return calls made to reservation desk in a timely manner.
- Must be able to work quickly and accurately.
- Make sure drawer contents are counted and accurate before opening.
- Keep track of all voids and over-rings.
- Ring in proper payment with each transaction.
- Assure payment is made for every item.
- Help with closing procedures.
- Maintain a friendly, team spirit with a focus on guest service.

## **QUALIFICATIONS**

- Previous customer service and cash handling experience preferred.
- Should be familiar with reservation and Point of Sale (POS) systems.
- Understand how to use the back-up credit card terminal.
- Must be able to work flexible hours/days of the week including weekends and holidays.
- Must be able to communicate well and follow instructions.
- Be cheerful, patient, alert, and courteous at all times with people of all ages.
- Basic computer and keyboard experience required.
- Be mature, levelheaded, and not easily flustered by large crowds.
- Must be able to work independently, as well as, part of a team.
- It is extremely important to be familiar with what is offered in different areas of the park, lodge, food, in order to direct our guests.
- Must be well groomed, self disciplined, and willing to comply with uniform guidelines.
- Able to speak, read, and write clearly in English.
- Excellent math skills, ability to properly count out change.
- Should not mind being confined to a booth.
- Ability to work harmoniously/diplomatically with a variety of people including the public.
- Drug-free workplace, may be subject to drug screening and/or background check.

## **PHYSICAL DEMANDS**

While performing the duties of this job, incumbent performs majority of duties in standard buildings, and is exposed to extreme temperatures and inclement weather. Incumbent occasionally works extended and evening and holiday hours and is regularly required to:

- Walk at will over uneven, icy and snow-covered footpaths, occasionally
- Reach, handle, grasp and finger keyboard/cash machine
- Repetitive keyboard motion
- May require sitting or standing for an extended period of time.