



SNOWSPORTS RESERVATION SPECIALIST

Seasonal Full & Part Time

Each Snowsports Reservation Specialist (SRS) supports Catamount by responding to guest requests for lesson/program reservations as well as guest inquiries about the various snowsports services. In addition to being responsible for securing reservations and managing guest requests, the SRS is equally responsible for performing the essential duties of, and must qualify as, a Catamount Cashier. Always with a focus on great guest relations, the SRS must be knowledgeable with what is offered within the various programs, the ski area layout including the base area facilities, the website, all coupons/books, etc. Experience with skiing or riding is helpful, but not necessary to fulfill this position. A schedule of working weekends and holidays is standard for this business, but each SRS schedule will be created based on the needs of Catamount in conjunction with the availability of each SRS.

The Lead Snowsports Reservation Specialist is active beginning in October through the end of the winter ski/ride season. The weekly schedule steadily increases from 3-4 hours per day, three days per week in October to full-time by December 1st.

Essential Duties/Responsibilities

- Taking and inputting reservations into a computer program
- Processing the payment for reservation requests immediately
- Promote, market, and sell guest group or private lesson reservations on the phone, via email, or in person with support and direction from the Snowsports Director and the Cashier Manager
- Answer telephone and return calls made to reservation desk in a timely manner
- Upselling products and services
- Understand and be able to explain daily prices and promotions
- Understand current coupons/books, verify authenticity as needed
- Maintain a friendly, team spirit with a focus on accuracy and customer service

Additional Responsibilities

- Answer general office phone calls as relief to the Customer Service Manager, as needed
- Ensure that your supervisors are aware of guest comments and concerns
- Report to work early or on time and pass on important information to the next SRS if your shift ends prior to closing
- Work as a Catamount Cashier while at the Snowsports Desk as needed
- Be familiar with safety procedures. Assist in the event of an emergency and/or security event as directed by management
- Comply with all policies and procedures
- Complete others tasks as assigned

Minimum Qualifications

- **Must possess:**
 - Excellent organizational and math skills
 - A friendly but professional work ethic
 - Experience with computers
- **Requires an ability to:**
 - Organize time
 - Work independently, as well as part of a team
 - Work quickly and accurately
 - Maintain excellent oral communication skills
 - Work harmoniously/diplomatically with a variety of people
- **Experience preferred with:**
 - Reservation system, MS Excel
 - Credit card processing
 - Customer service
 - Cash handling
- **Must be able to work flexible hours/days of the week including weekends and holidays**
- **Drug-free workplace, may be subject to drug screening and/or background check**

Education Requirements

- High school diploma or G.E.D. required

Physical Demands and Working Conditions

Most SRSs will be stationed in the Mountain Cats or the Snowsports Desk located on the ground floor of the main lodge. The Lead SRS will be primarily stationed on the second floor in the business office. All SRSs must be able to work in any of the three locations. The working areas in the lodge can be cold and breezy

considering the close proximity to lodge entrances. A typical day includes constant talking, typing, reaching, handling, hearing and looking at a computer screen while working with guests.

Incumbent is required to:

- Sit for an extended period of time, standing occasionally
- Raise or lower up to 15 lbs of weight from time to time (i.e. supplies, materials)
- Exert force by pushing & pulling items (i.e. filing cabinet drawers)
- Walk at will over uneven, icy and snow-covered terrain, occasionally

This job description does not contain an exhaustive or comprehensive list of activities, duties or responsibilities that are required of this position.