



**rabbit hill**  
snow resort

# Job Description

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## Title

Snow School Lesson Sales Representative

## Reports To

Snow School Supervisor and Director

## Summary

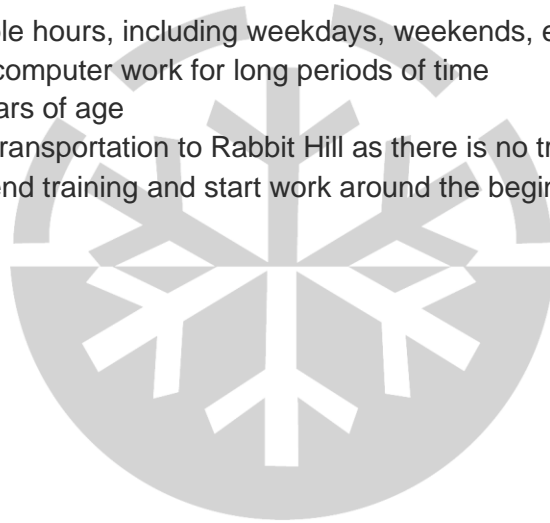
This position is our guests first point of contact. Greeting customers in a friendly and positive manner, you will help customers have a memorable and positive experience at Rabbit Hill Snow Resort by helping them with lesson purchases and with any Snow School inquiries they may have.

## Job Duties

- Promote an excellent in office guest experience and atmosphere
- Ensure all customer inquiries and complaints are addressed and handled professionally, leaving the customer with a positive resolution. Escalate to the Snow School Sales Desk Supervisor or Director if needed
- Respond to inquiries in person, by email and on phone
- Process lesson purchases and bookings online, over the phone, and in person
- Handle cash, including a daily float and debit and credit card transactions
- Must be familiar with all Snow School Lesson offerings.
- Assist customers in selecting the correct lessons or bundles to suit their requirements and skill levels.
- Follow all policies and procedures set out by management
- Able to interact with guests and fellow staff sensitively, tactfully, diplomatically, and professionally at all times.
- Perform other duties as required

## Requirements

- Well developed communication and interpersonal skills
- Work well in a fast-paced environment.
- Self motivated, ability to work both independently and in team settings.
- Detail oriented
- Previous work experience in a customer service role is considered an asset
- Previous work experience working in Snow School or teaching ski/snowboard lessons is an asset
- Previous cash-handling experience
- Proficient with MS Office (Word, Excel, Outlook), and Point-of-Sale (POS) systems is an asset
- Ability to work flexible hours, including weekdays, weekends, evenings, and holidays
- Ability to complete computer work for long periods of time
- Must be over 17 years of age
- Must have reliable transportation to Rabbit Hill as there is no transit service to our facility
- Must be able to attend training and start work around the beginning of November



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