



# Job Description

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## Title

Customer Service Representative

## Reports To

Customer Service Manager

## Position Summary

As a **Customer Service Representative**, you are often the first point of contact for guests at Rabbit Hill Snow Resort. With a welcoming attitude and strong service skills, you help create a memorable experience by assisting guests with purchases, inquiries, and providing information about our products and services. Your role is critical in fostering a positive atmosphere and delivering exceptional guest service in a dynamic, fast-paced environment.

## Key Responsibilities

- Greet all guests in a friendly, professional, and positive manner to uphold an excellent in-office guest experience.
- Demonstrate a “do what it takes” attitude while remaining courteous, patient, and tactful in every guest interaction.
- Respond to guest inquiries in person, by email, and over the phone with efficiency and professionalism.
- Address customer concerns, resolving issues when possible, and escalate to the Customer Service Manager when necessary.
- Process season pass purchases both online and in person.
- Accurately handle cash, maintain a daily float, and process debit/credit card transactions.
- Promote and sell all Rabbit Hill products, passes, and experiences with enthusiasm and product knowledge.
- Follow all company policies and procedures set by management.

- Build and maintain positive, proactive relationships with team members and staff from other departments.
- Assist with emergency procedures when required.
- Perform light cleaning duties to maintain a tidy guest services area.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, team support, and guest interactions.
- Perform other duties as assigned by supervisors.

## Requirements

- Strong communication and interpersonal skills.
- Ability to thrive in a fast-paced team environment and make responsible decisions quickly.
- Detail-oriented with strong organizational skills.
- Previous customer service experience is an asset.
- Prior cash-handling experience preferred.
- Proficient with Microsoft Office (Word, Excel, Outlook) and Point-of-Sale (POS) systems is an asset.
- Ability to work flexible hours, including weekends, evenings, and holidays.
- Comfortable with extended periods of computer work.
- Able to lift up to 30 pounds.
- Must be at least 16 years of age.
- Reliable transportation to Rabbit Hill (no public transit available).
- Must be available for mandatory training in early November.
- Must be available to start work mid to late November.

## Working Conditions

- Primarily indoor office environment.
- Occasional exposure to open doors, windows, and cold temperatures.
- May occasionally be required to work outdoors in winter conditions.
- Fast-paced, demanding environment that can be noisy.
- Extended periods of standing, walking, and performing duties on your feet.
- Regular reaching, bending, kneeling, twisting, pushing, pulling, and lifting up to 30 lbs.
- Use of cleaning chemicals as part of daily responsibilities.