



# Job Description

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## Title

Snow School Lesson Sales Representative

## Reports To

Snow School Supervisor and Manager

## Position Summary

As a **Snow School Sales Desk Representative**, you are often the first point of contact for guests at Rabbit Hill Snow Resort. Your role is to greet guests in a friendly, positive manner and assist them with lesson purchases, bookings, and inquiries. You are responsible for helping guests navigate their Snow School experience and ensuring they leave with a positive and memorable impression. This position requires strong communication skills, attention to detail, and a proactive, guest-first attitude.

## Key Responsibilities

- Welcome and engage guests in a friendly, professional manner to promote a positive guest experience.
- Address inquiries and complaints promptly and professionally, ensuring positive resolutions; escalate to the Snow School Sales Desk Supervisor or Manager when necessary.
- Respond to guest inquiries in person, by email, and over the phone.
- Process lesson purchases and bookings accurately through in-person, phone, and online transactions.
- Handle cash, maintain a daily float, and process debit and credit card transactions with precision.
- Maintain up-to-date knowledge of all Snow School lesson offerings and promotions.
- Assist guests in selecting the correct lessons or packages based on their needs, goals, and skill levels.
- Follow all Rabbit Hill policies, procedures, and operational guidelines.

- Interact with guests, coworkers, and supervisors with sensitivity, tact, diplomacy, and professionalism.
- 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 required to support Snow School operations.

## Requirements

- Strong communication and interpersonal skills.
- Ability to perform effectively in a fast-paced, high-volume environment.
- Self-motivated with the ability to work independently and collaboratively.
- High attention to detail and accuracy.
- Previous customer service experience is an asset.
- Previous experience working in a Snow School or as a ski/snowboard instructor is an asset.
- Previous cash-handling experience preferred.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and Point-of-Sale (POS) systems is an asset.
- Flexible availability, including weekdays, weekends, evenings, and holidays.
- Ability to complete computer work for extended periods.
- Must be at least 17 years old.
- Reliable transportation to and from Rabbit Hill (no public transit available).
- Must be available for training and to begin work around early November.

## Working Conditions

- Primarily indoor office environment.
- Occasional exposure to open doors, windows, and cold outdoor temperatures.
- May occasionally be required to work outdoors in winter weather.
- Fast paced, demanding environment that can be noisy.
- Standing, walking, and remaining on feet for extended periods during shifts.
- Frequent reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Use of cleaning chemicals as part of daily responsibilities.