



rabbit hill
snow resort

Job Description

Title

Customer Service Representative with the possibility of turning into a supervisory role for the right person.

Reports To

Customer Service Manager

Job Duties

- Uphold an excellent in-office guest experience and atmosphere.
- Must have a “do what it takes attitude” and remain courteous, patient, and tactful in all interactions with guests.
- Respond to inquiries in person, by email, and by phone.
- Address customer service-related questions and concerns, escalating to the Customer Services Manager if needed.
- Process ticket purchases online and in person.
- Handle cash including a daily float and debit and credit card transactions.
- Promote and sell all products and experiences available at Rabbit Hill.
- Follow all policies and procedures set out by management.
- Develop and maintain positive and proactive relationships with team and staff in other departments.
- Assist with emergency procedures when required.
- Light cleaning.
- Perform other duties as required.

Requirements

- Minimum of one year experience in customer service.
- Previous experience in a supervisory role is an asset.
- **Position begins in October and will be Monday to Friday day shifts. Flexibility to work some evenings and weekends as the season progresses is required.**
- Excellent leadership and motivational skills.
- Demonstrate a positive attitude, enthusiasm, and assertiveness.
- Strong empathy for customers and a calming presence.
- Exceptional oral and written communication skills.
- Working knowledge of computers and Microsoft programs.
- Ability to handle sensitive information and maintain confidentiality.
- Excellent listening and telephone skills.
- Effective organizational and planning skills.
- Ability to work in a team environment.
- Ability to multi-task and prioritize (excellent time-management skills).
- Possess a valid driver's license and a reliable vehicle.

Working Conditions

- Primarily in an office environment that can get hot or cold.
- Sometimes exposed to frequently open doors or windows to the outside.
- Occasionally may be required to work outdoors in all weather conditions.
- Working in a loud fast-paced and high-intensity environment.
- Stand, walk, and remain on feet to perform job duties for extended periods of shift.
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting up to 30 lbs.
- Use of cleaning chemicals

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Employee Signature

Manager Signature

Date