rabbit hill
snow resort

JOB DESCRIPTION

Snow School Lesson Sales Representative

REPORTS TO	Snow School Manager / Assistant manager
DEPARTMENT	Snow School
POSITION TYPE	Seasonal
WAGE	Part-Time $15.00 per hour to start, Full-Time $17.50 per hour to start
SCHEDULE	Weekdays, weekends, evenings, and holidays; training and start around early November

POSITION SUMMARY

Often the first point of contact for guests at Rabbit Hill Snow Resort, the Snow School Lesson Sales Representative, helps guests book lessons and navigate their Snow School experience. The ideal candidate is detail-oriented and guest-first, bringing Rabbit Hill's values — Accountability, Innovation, Adaptability, Passion, and Community — into every interaction.

REQUIREMENTS

- Must be at least 17 years old.
- Strong communication and interpersonal skills.
- Able 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 and point-of-sale (POS) systems is an asset.
- Flexible availability, including weekdays, weekends, evenings, and holidays.
- Able to complete computer work for extended periods.
- Be reliable and punctual — arriving late or missing a shift without notice puts real strain on your team and other departments who have to cover the gap.
- Available for training and to begin work around early November.
- Reliable personal transportation required. Our location is not served by public transit and taxi service can be unreliable.

JOB DUTIES

- Model and promote Rabbit Hill's core values — Accountability, Innovation, Adaptability, Passion, and Community — through daily actions, team support, and guest interactions.
- Welcome and engage guests in a friendly, professional manner to promote a positive guest experience.
- 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.
- Address inquiries and complaints promptly and professionally, ensuring positive resolutions; escalate to the Snow School Supervisor or Manager when necessary.
- Report hazards, incidents, or safety concerns to a supervisor or manager promptly.
- Wear the required uniform or Rabbit Hill logoed attire while on shift.

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.