

# **Holiday Valley Resort Customer Service Representative Job Description 2024**

## **Position Objective:**

To assist customers with season pass and tickets sales, and answer customer questions in person or via phone.

## **Shifts:**

Full- and part-time winter seasonal positions available. Holiday Valley is a seven day/week resort with both day and evening shifts available. Weekend and holiday availability required.

## **Reporting Relationships:**

Customer Service Day & Night Supervisors

## **Works Closely With:**

Group Sales, Rental Shop, Guest Services, Ski School

## **Major Responsibilities:**

1. Sell and coordinate season pass sales
2. Provide information about products and services offered at Holiday Valley
3. Facilitate school club check in and minor program changes (pass switches, add rentals, etc.)
4. Respond to customer complaints and answers questions in person and via phone
5. Resolve ticket inconsistencies independently or with assistance from Supervisor
6. Present a professional, friendly and courteous image to guests at all times
7. Arrive on time and prepared

## **Qualifications:**

1. Possess active listening and verbal communication skills
2. Has excellent knowledge retention, attention to detail, is organized and can remain calm under pressure
3. Helps co-workers in resolving problems and completing departmental tasks

4. Maintains a friendly and personable attitude
5. Guest-centered individual who strives to maximize a positive guest experience

**Salary:** Starting salary is \$15.50/hour

The duties and responsibilities that are listed are not all inclusive. Other duties may develop, be assumed or assigned as needed in the ever growing and changing atmosphere of the organization.