

Holiday Valley
Guest Services Attendant/Ticket Scanner
Job Description
2024-2025

Position Objective

Using a hand held scanner, scan each guest's RFID ticket prior to loading a chairlift, resolves ticket issues independently or with assistance of customer service and/or safety patrol. Also manages lift lines.

Shifts Full and Part time winter seasonal positions available. We are a seven day/week resort with both day and evening shifts available. May require working some Holidays (Christmas, New Years, Martin Luther King, Presidents Day)

Reporting Relationships

Reports To Guest Services Safety/Security manager or designee.

Works Closely With: Guests, Lift Attendants, Safety and Security, Customer Service staff.

Primary Responsibilities

1. Scans each person's RFID ticket with a hand scanner to ensure the ticket is valid
2. Resolves ticket inconsistencies independently or with assistance from either Safety Patrol/Security or Customer Service.
3. Manages lift lines to ensure smooth transition to the chairlift loading zone
4. Presents a professional, friendly and courteous image to guests at all times
5. Arrives on time and dressed prepared for variable weather conditions

Qualifications

1. Guest centered individual who strives to maximize a positive guest experience
2. Self-motivated confident individual capable of problem resolution
3. Ability to handle a hand scanner
4. Able to stand and work outdoors for the duration of the shift (with breaks)
5. Reliable/dependable team member to ensure team success