

**Holiday Valley Resort
Ticket Seller
Job Description 2024**

Position Objective:

To assist customers with daily and multi-day lift tickets sales

Shifts:

Full- and part-time winter seasonal positions available. Night and weekend availability required.

Reporting Relationships:

Customer Service Day & Night Supervisors

Works Closely With:

Group Sales, Rental Shop, Guest Services, Ski School

Major Responsibilities:

1. Sell daily and multi-day lift tickets
2. Provide information about products and services offered at Holiday Valley
3. Respond to customer complaints and answers questions
4. Resolve ticket inconsistencies independently or with assistance from Supervisor
5. Present a professional, friendly and courteous image to guests at all times
6. Arrive on time and prepared
7. Balancing & closing out money drawer at end of shift

Qualifications:

1. Possess active listening and verbal communication skills
2. Has excellent knowledge retention, attention to detail and is organized
3. Remains calm under pressure
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.