

SOVEREIGN LAKE NORDIC CLUB

COUNTER STAFF JOB DESCRIPTION

Position: Counter Staff
Reporting to: Inside Lead and General Manager
Hours: 25- 40 hrs/wk (maximum 80hrs per pay period)
Wage: \$15.75/hr

SKILLS AND QUALIFICATIONS:

- Some working knowledge of nordic skiing and ski area operations
- Experience with registration systems,
- Ability to take direction, function independently and manage multiple tasks
- Demonstrated problem solving skills and ability to think and act independently
- Demonstrated team leadership and supervisory skills
- Ability to function in a team environment
- Demonstrated administrative and delegation skills
- Good computer skills (word processing, web and information management)
- Superior communications skills in working with team members and the public

GENERAL RESPONSIBILITIES:

Administrative:

- have extensive experience handling cash and conducting daily cash outs independently
- printing of gift certificates, punch passes, coupons, vouchers and volunteer passes
- ensure effective and organized documentation of rentals, day pass and food sales.

Facilities Management:

- carry out daily maintenance of facilities
- general clean-up, snow shovelling, wood delivery, garbage pick-up
- standard janitorial duties
- restocking of product

Customer Service:

- participating as part of the front counter customer service team
- selling tickets and food, renting equipment, managing reservations for lessons and special events
- identifying customer service issues, resolving them where possible and identifying chronic systemic or staffing problems to Inside Lead

Communications:

- monitoring, answering and referral of general telephone, web or email inquiries
- ensuring updating of daily information on website and snow phone (weather, trail conditions, etc)