

Granite Gorge Mountain Park
JOB DESCRIPTION

Title: Guest Services
Reports to: Director of Base Area Operations
Department: Base Area Operations
FLSA Status: Non-exempt
Job Type: Seasonal

Job Summary:

The Guest Services role is essential in ensuring all visitors to Granite Gorge Mountain Park have a positive and memorable experience. This position involves assisting guests with ticket sales, providing detailed information, and maintaining an organized and professional guest services area. The individual must have strong customer service skills, be able to handle guest inquiries and concerns, and support other departments as needed.

Key Responsibilities:

Guest Services & Ticket Sales:

Greet and assist customers in a friendly manner and handle ticket sales operations to ensure smooth transactions.

Merchandise & POS Systems:

Assist with merchandise displays and operate point-of-sale (POS) systems, ensuring accuracy and accountability.

Cash Handling Policies:

Follow all cash handling policies and procedures, including counting cashboxes accurately, reconciling daily transactions, and providing correct change to customers.

Base Area Cleanliness & Upkeep:

Help maintain cleanliness in the base area, including workspaces, public bathrooms, and common areas. Perform regular trash removal and snow clearing on decks and ramps to ensure a safe and welcoming environment.

Customer Satisfaction:

Provide detailed information and answer questions about resort services, policies, products, and activities. Assist customers with resolving issues by listening to their needs, concerns, and feedback and bringing issues to the Base Area Manager as needed.

Sales & Reporting:

Assist with maintaining accurate records of sales and guest interactions as needed.

Event Support:

Provide support for special events, including setup, assistance during events, and breakdown, ensuring guests have an enjoyable experience.

Cross-Training in Rentals:

Participate in cross-training with the Rentals team to support equipment rental operations as needed.

Staff Assistance:

Assist other team members with tasks when needed, including providing coverage when staff members are out.

Waivers & Pass Administration:

Assist in ensuring waivers are completed correctly and help administer season pass photos.

Customer Communication:

Communicate with customers in an educational, professional, and courteous manner, promoting a guest service culture. Handle interactions calmly and professionally, especially when dealing with dissatisfied or irritated customers.

Policy Compliance & Safety Standards:

Follow company policies and procedures to ensure compliance with applicable state or federal laws.

Continuous Improvement:

Monitor guest feedback and provide input to help improve the guest experience.

Assist Other Departments:

Support other departments as needed, including ticket scanning, sales, activities, and operations.

Other Duties as Assigned:

Perform other duties or projects as assigned to support overall operations.

Qualifications:

- **Experience:** Previous experience in guest services, hospitality, or retail, especially in customer-facing roles.
- **Communication Skills:** Strong verbal and written communication abilities, with the capability to convey information clearly to both guests and team members.
- **Problem-Solving:** Ability to assist with escalated guest concerns and find solutions as needed.
- **POS & Cash Handling Knowledge:** Familiarity with POS systems and cash-handling procedures; ability to reconcile cash and provide accurate change.
- **Organizational Skills:** Ability to manage multiple priorities and balance daily responsibilities effectively.
- **Computer Skills:** Technology savvy, with the ability to quickly learn and adapt to systems and software such as Google applications, SubItUp, and Square for managing rental transactions, scheduling, and inventory.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear. The employee is regularly required to reach with hands and arms, stoop, kneel, crouch or crawl. The employee is occasionally/regularly required to lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to wet or humid conditions (non-weather), works near moving mechanical parts, may be exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold (non-weather), extreme heat (non-weather) conditions, runs the risk of electrical shock and may be exposed to vibration.

The noise level in the work environment is usually moderate/loud/very loud.





ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION: Guest Services

I have received a copy of the Job Description and have read and understood its contents.

Employee Name (Please Print) _____
Date

Signature

