

Granite Gorge Mountain Park  
JOB DESCRIPTION  
**GGMP COPY**

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

**Summary:** Responsible for the safe, friendly, and efficient experience of our guests from our base areas, ski school locations, and ticket offices by performing the following duties.

**Duties and Responsibilities** include the following:

1. Greet and assist customers in a friendly manner.
2. Provide detailed information and answer questions about resort services, policies, products, and activities.
3. Provide a variety of guest services including, but not limited to, selling lift tickets, overseeing the ski shop and/or concession food stands and providing customer service/concierge services.
4. Be knowledgeable of all resort practices and policies so you can explain them to customers.
5. Assist customers with resolving issues by listening to their needs, concerns, and feedback.
6. Bring customer issues to the Base Area Manager, as needed, to ensure timely and satisfactory resolution.
7. Communicate with other departments, as needed.
8. Promote a guest service culture by communicating with customers in an educational, professional, friendly and courteous manner, especially when dealing with angry or irritated customers.
9. Assist other staff with duties when assistance is needed, including covering when staff members are out.
10. Assist other departments as needed, including ticket scanning, ticket sales, activities, operations, etc.
11. Follow company policies and procedures to ensure compliance with all applicable state or federal laws.
12. Perform other duties or projects as assigned.

**Knowledge, Skills and Other Abilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to multi-task and adapt to changes quickly
- Ability to work well under pressure and meet deadlines
- Ability to work independently with little direction
- Ability to successfully establish and maintain effective interpersonal relationships
- Customer Service Skills
- Decision Making Skills
- Diplomacy
- Enthusiastic attitude and willingness to learn
- Excellent verbal and written communication skills
- Listening skills
- Must be proactive and take initiative
- Organization Skills
- Problem solving skills
- Professionalism
- Strong attention to detail
- Team player
- Technical Skills
- Time management skills

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of the following applications:

- Microsoft Office including Outlook

**Education/Experience:**

- Knowledge and understanding of skiing and snowboarding. Experienced skier/snowboarder (winter) Mountain Biker (summer) preferred.
- Previous customer facing customer service work experience in a retail or other similar environment.

**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 frequently required to lift and/or move up to 25 pounds and occasionally required to lift and/or move up to 60 pounds unassisted. The employee is regularly required to walk, use hands, reach with hands or arms, bend, twist, stoop, kneel, crouch, crawl, talk, hear and stand and sit for long periods of time. 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 extreme inclement weather conditions, wet or humid conditions (non-weather), works near moving mechanical parts, works in high precarious places, may be exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold (non-weather), extreme heat (non-weather), runs the risk of electrical shock and may be exposed to vibration and will be required to work in extreme weather conditions with rapidly changing environments.

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

**ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION**

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

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature