



CALLAGHAN COUNTRY

Routes of wilderness

Position Description

- Title:** *Nordic Centre Associate*
- Status:** *Part-time (weekends), Seasonal (Early Nov – Mid April)*
Part-time, Holiday (Mid Dec – Early Jan)
- Reporting to:** *Assistant General Manager*
- Location:** *Alexander Falls Base, Callaghan Valley, BC*
- Work Conditions:** *Indoor in the retail/rental shop; must work on feet for long periods of time*
Overtime may be required during busy periods, working stat holidays and Christmas/Spring Break
- Benefits:** *Industry discount on regular in-store retail pricing*
Free skiing at Ski Callaghan Nordic Area
Free personal usage of Rental Equipment including Salomon classic and skate packages + demo line, snowshoes, and touring gear

Company Information

Callaghan Country Wilderness Adventures is a winter adventure centre located in the Upper Callaghan Valley. It is a 20 minute drive south of Whistler, BC (45 min. north of Squamish, BC). Part of the Ski Callaghan experience, our customers can enjoy a variety of winter recreation activities including alpine ski and snowboard touring, Nordic skiing, and snowshoeing...all self-propelled from our cozy staging facilities at the Alexander Falls Touring Centre. In the heart of Callaghan Country is the deluxe Journeyman Lodge – an intimate backcountry Inn that can host up to 22 people. Both our lodge and day guests represent a wide range of winter recreation enthusiasts: from never-ever beginners to highly skilled and savvy mountain adventurers. At Callaghan Country we embrace everyone who walks through our doors, always mindful of our intention to evoke the spirits of CHALLENGE, INSPIRATION, and ENRICHMENT in nature's beauty.

Overview

As a key player in our Ski Shop your job is primarily one of customer service and Nordic expertise (both trail network and equipment). The ideal candidate will be able to maintain a positive attitude in a high paced environment. During slow times, you are expected to directly assist the Ski Shop Lead Hand. It is one of the most important jobs on the team because you are the FIRST person that greets our customers when they walk to the Callaghan Country base or when they call us with an inquiry. It is your friendly, genuine and caring attitude that turns inquiring people into happy customers.

Daily duties will consist of processing transactions, restocking, visual merchandising, and general housekeeping such as emptying garbage cans and vacuuming. You must be knowledgeable to assist customers with trail suggestions, equipment, and the selection of merchandise by providing friendly, attentive service. You may often be needed in multiple areas of the Alexander Falls Touring Centre.

Key Accountabilities/Deliverables

Ski Shop Frontline Service & Sales (85%)

- Act as ambassador & liaison for company with customers, proactively building relationships
- Warmly welcoming and engaging all customers with genuine dialogue about daily snow conditions, trail highlights/tips, and enthusiasm for Nordic pursuits
- Identify customer needs, then employ expert product knowledge and selling techniques to promote products, services, packages, etc.
- Demonstrate, fit, or measure retail merchandise for customers
- Advise customers on how to care for and use products
- Find the proper rental boot fit for each customer to create positive Nordic experiences
- Recommend rental equipment sizes and ensure they are set correctly for skill level (ski/pole lengths)
- Support high volume periods by ushering customers out of the building and pointing out trailheads

Ski Shop Administration & Maintenance (10%)

- Operate POS system and all related procedures (ie. process payments, perform daily cash-outs)
- Restocking and visual merchandising
- Bind, wax, and repair cross-country ski rental equipment for customer use
- Maintain accurate sign-out/return of rental inventory (check returned rentals for damage)
- Maintain cleanliness of Alexander Falls Base facilities, the shop, and proper storage of all equipment
- General housekeeping such as snow-shoveling, washroom checks, stoking the bonfire, emptying waste bins, and vacuuming
- Be aware of current sales promotions, policies regarding payment and exchanges, and store security practices

Journeyman Lodge Guest Services & Sales (5%)

- Use selling techniques to promote packages, products, services etc.

Position Requirements

- Must have own transportation
- Previous experience with payment processing (cash & credit cards) is required
- Must personally enjoy/have familiarity with Nordic Skiing, Snowshoeing, and Alpine Touring
- Overtime may be required during busy periods
- Must continually strive to reflect our core values: Team Play, Quality, Respect, Commitment, Integrity, & Fulfillment

Education/Experience

- Previous experience in sales, guest service, hospitality, and / or adventure tourism an asset
- Strong computer skills with experience using MS office computer applications (Word, Excel, Outlook) and contact management systems
- Nordic Skiing, Snowshoeing, and Alpine Touring product knowledge are an asset
- Courses in computers, languages, sales, customer service and outdoor leadership are an asset
- First-aid certification an asset (minimum 40 hour course)
- Avalanche Skills Training an asset
- Level 1 Ski Operations certificate an asset

Attributes

- Be punctual
- Demonstrate high levels of energy and enthusiasm at all times.
- Interact with every customer in a friendly, professional, and caring manner

- Be proactive and make sure that you have all of the information, tools, and skills needed
- Exhibit all the positive traits and passions of a healthy mountain lifestyle
- Reflect at all times a commitment to environmental sustainability

Apply

- Please send your resume and cover letter to crew@callaghancountry.com
 - Feel free to contact us by telephone with any questions: **604-938-0616**
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