



CALLAGHAN COUNTRY

Routes of wilderness

Position Description

Title:	<i>Admissions Gate Attendant</i>
Status:	<i>Full time, Seasonal (Early Nov – Mid April)</i>
Reporting to:	<i>Ski Area Operations Manager</i>
Location:	<i>Alexander Falls Touring Centre, 1000 Callaghan Valley Rd, Whistler, BC</i>
Work Conditions:	<i>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</i>
Benefits:	<i>Industry discount on regular in-store retail pricing Access to supplier staff deals Free skiing at Ski Callaghan Nordic Area Complimentary overnight for 2 at Journeyman Lodge Free personal usage of Rental Equipment including Salomon classic and skate packages + demo line, snowshoes, and touring gear</i>

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

The Admission Gate Attendant is the first point of contact with the Callaghan Country guest. You provide excellent customer service to guests while assisting in their selection of product or service that most appropriately meets their needs. In addition, you will endeavor to maximize sales by facilitating the promotion, up sales, and booking of various complimentary products and drive business by targeting Callaghan Country service menu. The Admission Gate Attendant is cross trained in all guest service areas including retail and rental.

Key Accountabilities/Deliverables

- Develop and maintain a high level of product knowledge to promote and process day-tickets, season passes and rental and retail shop products,
- Achieve set targets for sales and customer satisfaction
- Actively generate and follow up leads to finalize sales of all Callaghan Country products

- Answer and assist all incoming telephone, e-mail and online inquiries
- Ensure coordination of in-person bookings delivered through guest services to rental and other front line staff
- Assist guest and client issues and/or complaints with empathy with a focus on guest satisfaction and use Manager support when necessary
- Assist with operation of the rental/retail shop or operational requirements such as snow clearing
- Use point of sale processing system to process daily fees, tickets passes, invoices, programming, rental and retail sales
- Generate Point-Of-Sale reports for Manager as requested
- Process cash reconciliation while adhering to procedures at the end of each shift and submit to Supervisor, Guest Services for bank deposit with explanation of any over/short issues
- Assist team with the execution of special events as required
- Assist in general upkeep of Guest Service areas, including daily equipment set up, displays updating snow condition, trail and avalanche reporting
- Ensure appropriate inventory of retail/rental items and maintain appropriate stock for ski service operations
- Interact with volunteers to ensure their inclusion in department team
- Foster a strong culture of health & safety; work with Human Resources and Safety to ensure all WorkSafeBC and Technical Safety BC requirements are met
- Assist team with other duties as assigned or required

Position Requirements

- Must have reliable winter transportation (Callaghan Country is not services by transit)
- Ability to work outdoors in variable weather winter conditions
- Ability to stand for long periods of time
- Ability to regularly lift 50lbs

Education/Experience

- Accurate cash handling and reconciliation experience with a keen eye to detail required
- Excellent telephone manner, etiquette and customer service skills required
- Experience working in a customer service position preferred
- Knowledge and appreciation of cross-country skiing, snowshoeing, biathlon, ski jumping, or sport and recreation facility operations preferred
- Computer competence including scheduling and booking software preferred
- Working knowledge of a ski rental and retail department an asset
- POS System experience an asset
- Working knowledge of all Social Media platforms an asset
- Previous retail and merchandising experience an asset
- Familiarity with Whistler and surrounding area an asset

Skills/Attributes

- Strong and positive interpersonal and organizational skills
- Maintain control and composure in challenging situations
- Ability to do detailed work
- Ability to establish quick rapport to build relationships and network
- Ability to work in a dynamic environment
- Ability to multi-task and effectively meet deadlines
- Willingness to assist other team members (perhaps outside the department) as needed and requested
- Passion for exceptional customer service is essential

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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