

Guest Service Crew Leader
Terry Peak Ski Area
Lead, SD 57754

Job Title: Guest Service Crew Leader
Job Status: Seasonal – Full Time

Job Summary:

To provide exceptional customer service to Terry Peak patrons and administrative support to all department supervisors.

Essential Duties and Responsibilities:

- Oversee Season Pass and seasonal locker sales.
- Open and close daily sales system for Season Pass and Ticket Sales systems.
- Answer calls and assist patrons with questions or direct them to appropriate departments.
- Handle customer complaints/concerns and work to resolve them.
- Manage and record daily ticket refunds, rainchecks, trade, and comps.
- Process and mail gift cards.
- Process refunds and rain checks with approval from the Business Manager.
- Process daily Terry Peak ticketed products and handle monetary transactions.
- Modify tickets for upgrades, lost tickets, etc.
- Market and process group sales reservations and payments.
- Assist with stocking brochures and trail maps in Guest Services Lobby.
- Maintain uniform inventory throughout the season and finalize at the end of the season.
- Maintain Lost & Found bins and logs for lost/stolen and forgotten items and equipment.
- Process Employee Season Passes.
- Process and log VIP comp tickets and passes with approval from General Manager.
- Process *SafeGuard* requests.
- Other Duties as Assigned.

Skill Requirements:

- Positive customer service skills
- Detail Orientated
- Able to Multitask
- Computer efficiency, including basic knowledge of Microsoft Office
- Point of sales computer skills
- Ability to work under stressful situations
- Honest and hard-working
- Experience handling money