

Ski School Desk Job Description

Terry Peak Ski Area

Lead, SD 57754

Job Summary:

The Ski School Desk Leader must exhibit exceptional customer service, communication, and organizational skills. Will oversee Ski School desk operations, including communicating with the guests and instructors, selling, and scheduling lessons, training new desk team members, and troubleshooting issues.

Essential Duties and Responsibilities:

- Must have a good understanding of the various lesson programs available and be able to communicate them to the guest in person and by phone.
- Answer the phone and direct the caller to the appropriate person or department.
- Help guests determine what they will want and reserve their lessons.
- Be able to learn the computerized selling system for the ski school.
- Take payments, count change, and provide receipts. At the end of the business day, balance and complete the appropriate paperwork, including all customer release forms.
- Oversee Ski School desk operations, including staff scheduling and training.
- Monitor and manage appropriate inventory levels of supplies.
- Ensure cleanliness, appearance, and professionalism of the Ski School Desk and bathroom.
- Troubleshoot the online reservation system as needed when issues arise.
- Interact with guests and address any issues to ensure a positive overall experience.
- Maintain a positive work environment and address staff issues and challenges appropriately.

Maintaining Customer Relations is required:

- Reflect strong customer relation attitude
- Communication with guests and instructors is essential. Must be able to ask questions, listen, and provide information in a positive manner.
- Maintain basic knowledge of the general information about Terry Peak or be able to direct the customer as to where they need to go to answer their questions.

Basic Requirements:

- Have basic knowledge of skiing and snowboarding. (We can train you)
- Present yourself in a fun yet professional and helpful manner.
- Punctuality is key, you must be on time every day. You must be at the Ski School Desk and ready for customers by 8:00 sharp.
- Must have the ability to handle multiple tasks at once and adapt to changing situations and environments.
- Computer literate and proficient with Outlook and Word.
- Possess strong written and oral communication skills.
- Demonstrate good organizational skills that are detail-oriented and include critical thinking along and problem-solving.
- Excellent leadership and interpersonal skills.

Working Conditions:

The Ski School Desk is fast-paced and can be very busy in the morning; therefore, it is essential to be on time. This position is an essential component of the success of the Terry Peak Ski School. The most important part of the job is creating a positive experience for skiers and boarders of all levels. This position requires someone to help guide guests to the best options for lessons for themselves and family members.