

**Ticket Sales Job Description**  
**Terry Peak Ski Area**  
**Lead, SD 57754**

**Job Summary:**

Ticket sellers are one of the first employees that a customer encounters. Customer service is imperative. The Ticket Sellers need to be patient, informed, and courteous. You are representing Terry Peak and are expected to do so with a positive attitude. You must be informed about the various ticket and rental options that skiers and snowboards will purchase. Directing the customers as to what they will need is essential. Being precise and detailed in the purchasing process is imperative.

**Job Requirements:**

- Must have reliable transportation and be able to work weekends and holidays.
- Treat our guests as you would expect to be treated.
- The ticket window opens at 8:00 a.m.; therefore, arriving promptly at the scheduled time is required.
- We are open every day throughout the season; therefore, weekends and holidays are required workdays.
- You are responsible for your scheduled shift. If an emergency occurs, you will be expected to find a replacement. The Ticket supervisor must be notified of any change.

**Duties Include:**

- Check out the cash bag from the office and set up your station for the day.
- Sell daily lift tickets and rental equipment.
- Be able to count back change to the customer.
- Possess a basic knowledge of computers and credit card machines.
- At the end of your shift, you must balance your till to the transactions and prepare your deposit.
- Be willing to help in other departments when asked.
- Help to keep the ticket booth tidy. Help to keep the rental shop and restrooms clean throughout the day.

**Maintaining Customer Relations:**

- Reflect a strong customer relation attitude.
- Answering customer's questions and assisting them with their purchases is essential.
- Be able to deal with a variety of situations that arise daily.
- Maintain a basic knowledge of the general information about Terry Peak and be able to direct the customer as to where they need to go to answer their questions.

**Working Conditions:**

Ticket Seller is primarily an indoor position dealing directly with the public. The mornings can be hectic, especially on weekends and holidays, therefore arriving on time is essential. Till must be balance and transactions turned in. Terry Peak provides uniforms that must be worn when on duty. Understand that helping in other departments when needed may be necessary. Adhere to company Policies as described in the Employee Handbook.

Part/Full-Time Seasonal Position