



**Position Title:** Ticket Sales & Retail Shop Associate

**Main Functions:** The Tickets & Retail staff are in direct contact with area guests, providing information to and directing them to appropriate base area & mountain services. Tickets and Retail staff are responsible for daily lift ticket sales, retail shop sales and end-of-shift balancing.

**Reports To:** Tickets-Retail Lead

**Duties:**

- Informs guests of area services, events, and current conditions
- Maintains a friendly professional demeanor, acknowledging guests with a smile
- Maintains awareness of and attention to guest services; customer service is imperative!
- Adheres to cash handling procedures, including opening and closing procedures
- Inventories lift tickets, zips, and snow park permits daily, and notifies manager of shortages
- Sells appropriate tickets at correct rate in a courteous and friendly manner
- Handles valid ticket discounts and program tickets according to procedure
- Has knowledge of and ability to sell products in Retail Shop
- Promptly notifies supervisor of any shortage in retail merchandise
- Maintains guest and worker safety consciousness with respect to job duties and responsibilities
- Answers phone and has the ability to answer questions about the area and snow conditions
- Helps office staff with routine tasks such as copying, mailings, and other tasks
- Assists with Season Pass photos and processing
- Complies with all Anthony Lakes and department policies
- Maintains a clean and organized work environment (vacuum, dust, organize)
- Performs all other tasks assigned

**Employment Requirements:**

- Customer/guest service
- Ability to stand for long periods
- Ability to work in and effectively communicate in a fast-paced environment
- Basic math skills for balancing at end of shift
- Ability to have fun, play in the snow and ski/ride!