



Ticket Office Supervisor

Scope of Position:

As the Ticket Office Supervisor, you are responsible for providing guests with a premium experience in our retail ticket office. You will also assist the Resort Services Manager in managing, scheduling and delivering training to Ticket Office and Guest Services Staff.

Responsibilities:

- Assist the Resort Services Manager in maintaining an enthusiastic and professional standard of guest service.
- Provide resources so that employees are properly trained on product knowledge, guest service, and sales generation.
- As per Rental Delivery Protocol, ensure all Ticket Office Guest Services Staff are familiar with and practice appropriate waiver delivery.
- Assist the Resort Services Manager in scheduling and monitoring duties of Ticket Office Guest Services Staff.
- Manage inventory control through retail delivery protocol.
- Management and loss prevention techniques.
- Create a rewarding environment in which to work, generate a team atmosphere.
- When appropriate delegate ride breaks.
- Review, revise and approve daily cash sheets.
- Work closely with the bookkeeper to create and maintain accurate daily records.
- Work closely with the Rental and Snow school Supervisors, creating and maintaining Ski School scheduling, School Programs, etc.
- Maintain all company paperwork according to policies and standards.
- Act as an ambassador for the Guest Services and Baldy Mountain Resort.
- Demonstrate a safe work practice at all times by adhering to all Resort safety policy and procedures and ensuring one's own safety is preserved along with the safety of co-workers, direct reports and Resort guests.
- Be mindful of all safety hazards/concerns within the work environment and ensure all safety issues are reported to the appropriate individuals.
- Ensure safety orientation is completed with all new or returning employees covering all the required safety hazards and specific safety training for specific areas.
- Other duties as required.

Qualifications:

- Minimum of 2 years-experience or related experience in ski resort facility.
- Intermediate to Advanced Computer and office skills.
- Previous supervisory experience an asset.
- Maintain a working knowledge of products and trends within the industry.
- Excellent communication and organizational skills.
- Organization, multi tasking and prioritizing skills are essential.
- Demonstrate and apply leadership skills and excellent guest service.
- Previous conflict resolution experience is an asset.
- Strong decision-making skills are essential.
- Good understanding of Ski/Snowboard industry is considered an asset.
- Working knowledge of Microsoft Office products.

Physical Demands:

- Seasonal, winter position.
- Dynamic working environment.
- Must be able to lift, carry, push or pull objects up to 20lb occasionally.
- Be prepared to work in all weather conditions.
- Standing for long periods of time.
- Some heavy lifting, including bending and reaching.
- Manual dexterity and computer use.