

Position: Summer Guest Services Attendant

Reporting to: Guest Services/Office Admin Manager and Team Leader

Objective: Providing professional and efficient service to our guests regarding ticket sales and general information. Assisting guests by problem solving to ensure an enjoyable visit to our resort. Assisting other departments as required.

Responsibilities:

- Dealing in a professional manner with customer enquiries, complaints and comments.
- Work in a team environment
- Starting up ticket computers & getting, counting and allocating cash floats
- Ticket selling and Season pass sales including cash out procedures
- Making sure all cash-outs are completed accurately and in a timely manner
- Switchboard room, which includes the main resort switchboard, radio communication, fax, email, and internal/external mail.
- Lost and Found
- Answering questions for the general information email account
- Skoki Back-country Lodge Check-ins and cash outs
- General Accounting work:
 - Verify daily cash-outs
 - Balance all cash-outs to cash on hand
 - Change orders
 - Enter payables into ACCPAC
 - General office tasks – filing etc.
- Collecting tills at day end and locking up Accounting and administrative offices
- Cleaning of the Guest Services area and administrative offices
- Other duties as may be required

Requirements:

- Service oriented, assertive, flexible, outgoing and enthusiastic
- Problem solving abilities
- Ability to use Windows, Internet, Word & Excel
- Experience handling cash / good with numbers
- Switchboard experience / good phone manner
- Team worker
- High School certificate/diploma

Other Notes:

- Location: Lake Louise Mountain Resort
- Employment period: Seasonal
- Wages: \$8.48 per hour (To be confirmed)
- Subsidized accommodation: Available

