

Job Posting Details

Job Description

Position: Reservations Agent (Winter Full Time)
Department: Rossignol Experience Centre
Status: Seasonal Winter FT
Posting Date: Jul-29-2021

QUALIFICATIONS REQUIRED

YOUR OPPORTUNITY:

Rossignol Experience Centre (REC) Reservations Agents provide exceptional guest service while being the point of contact between our guests, the Snow School and Alpine Rentals. Duties include creating bookings for lessons, rentals, and tickets using a computerized registration program, answering phone and email inquiries accurately and efficiently, and providing in-person assistance to guests as needed. The Reservations Agents work both in the Call Centre and at the in-person tills on the rentals floor and snow school floor. Reservations Agents must be enthusiastic about snowsports, demonstrate excellent communication skills as well as quickly develop an in-depth knowledge of the resort and its products.

Full-time staff will normally work five days per week with two stable consecutive days off. Must be available Saturday or Sunday, preferably both. Start date in the first half of December, depending on snowfall.

We offer great benefits! Season's pass, retail discounts and more. Please see our website for more information: <https://hr.mountwashington.ca/>

RESPONSIBILITIES:

- Answer guest inquiries accurately, professionally, and politely over the phone, in person, and via email
- Take bookings for lessons and rentals, making sure to sell the best combination of products to suit each guest's needs
- Have a thorough understanding of products in the Winter Recreation Guide and maintain a general knowledge of the resort (i.e. Hours of Business, Tube Park, Lifts, Nordic, etc.)
- Check-in guests on the day of their booking, including printing required waivers and paperwork, loading lift tickets and providing directions to further activities
- Operate assigned POS system and perform daily cash procedures with accuracy
- Accept payment for all reservations on the cash machine, ensuring confidentiality
- Up-sell products by informing guests of enhancements available for their booking
- Liaise with Snow School Dispatch to ensure guests get the correct lessons and instructors

- Complete daily tasks such as filing, cleaning, stocking, and sanitizing
- Ensure the safety and security of the Rossignol Experience Centre by adhering to set safety rules and reg

REQUIRED EXPERIENCE & QUALIFICATIONS:

- Be quick to learn and self-motivated as well as possess the ability to multi-task in a very fast-paced enviro
- Strong attention to detail and moderate computer literacy are required
- Knowledge of snowsports or willingness and enthusiasm to learn is required
- Scheduling flexibility is a requirement
- Guest Service experience is an asset
- Ski industry experience is an asset
- Approachable, dependable, responsible team player
- Must always adhere to the policies and procedures of Mount Washington Alpine Resort
- Must be able to sit and stand for the duration of a shift
- This position requires grasping, typing, writing, standing, sitting, repetitive motions, lifting, listening as well ability, and visual acuity