



Marquette Mountain Job Description

Guest Services Associate

Department: Administration

Reports To: Guest Services Manager

Supervises: N/A

FLSA Classifications: Non-Exempt

Approved By: President / CEO

Job Purpose

A Guest Services Associate provides quality customer service and product knowledge, along with daily tasks of the operation. Services Associates are excited to help each and every guest with their needs, they spend time working in Guest Services and the ticket office.

Essential Duties and Responsibilities:

- Required to gain knowledge of Marquette Mountain property and the surrounding area
 - Must be able to answer questions about activities and sights in the area
 - Give accurate and current information about the merchandise for all brands carried
 - Cleaning and organizing work space daily
 - Must be able to work independently and multi-task
 - Greeting guests as they enter the store
 - Maintain a positive and cheerful attitude at all times
 - Apply the above standards to all phone calls and questions
 - Process Season's Passes, Lift Tickets and Retail Sales
-
- All other job duties as assigned

The above list reflects the general details necessary to describe the principle and essential functions of the position and shall not be construed as the only duties that may be assigned for the position.

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Qualifications:

- Effective communication skills
- Customer service and sales skills
- Ability to effectively work as a member of a team
- Attention to detail and accuracy
- Accurate with money usage and register use
- Self-motivated

Education: High School Diploma and/or GED

Experience and/or Training: Minimum of two years experience



Licenses/Certificates: N/A

Technology/Equipment: N/A

Physical and mental demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, walk and stand; use hands to finger, handle, or feel; reach with hands and arms; and talk; or hear. The employee is frequently required to use a phone, personal computer, copier, and printer/scanners. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Normal retail store conditions
- The noise level in the work environment is usually moderate.

I have read the and understand the duties, responsibilities and requirements for this position.*

Employee Acknowledgment

Date

*This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship. Marquette Mountain retains the discretion to add duties or change the duties of this position at any time.

Marquette Mountain is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.