



Tahoe Donner Association Job Description

Job Title: Cross Country Ticket Seller II
Job Code: 731
Department: Cross Country
Reports To: Cross Country Manager
Class Code: 9180
FLSA Status: Non-exempt
Salary Level: Hourly 8
Pay Range: \$10.55 – \$14.44 per hour
File Name: XC Ticket Seller II.docx
Prepared Date: 4/6/2009, updated 10/1/14

SUMMARY

The primary duties of the XC Ticket Seller II include assisting customers with skier services, including sales and rentals and assisting XC Manager with inventory control, daily receipts and record keeping.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Maintain a high level of knowledge of Ski Area products and services and operating procedures.

Requires sound knowledge of order processing and producing RTP reports.

Assist XC Manager with scheduling and training ticket selling staff.

Provide excellent customer service to customers, employees and business partners and be able to prioritize customer service in stressful situations.

Answer customer questions, answer phones, and check and respond to phone messages.

Collect and process payment from customers, operate point of sale and credit card machines.

Register students for ski school, programs and events.

Assist customers with equipment rentals, including fitting customers with boots, skis, and poles.

Respond to radio messages and perform role of dispatch in case of an emergency.

Help keep retail, food service and dining area clean, tidy and stocked.

Balance daily sales and make daily deposits.

Assist Manager with operations including recording daily cash receipts, inventory control, record

keeping, and reporting.

Assist with checking of trail passes and season passes.

Maintain current knowledge of, implement, and enforce association policies, procedures, rules, and regulations.

Assist with light cleaning duties and snow removal including shoveling and clearing snow from walkways, stairs, equipment and other areas as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

First aid, CPR, and AED certification preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL 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 regularly required to use hand to finger, handle, or feel. Reach with hands and arms, and communicate. The employee frequently is required to remain stationary and/or move. The employee is occasionally required to ascend, descend, position oneself close to the floor, and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK 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.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts and outside weather conditions. The employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

By signing below, I acknowledge that I have received and read the above job description.

EMPLOYEE NAME

_____/_____
EMPLOYEE SIGNATURE DATE