



**Job Title:** Cross Country Ticket Seller  
**Job Code:** 730  
**Department:** Cross Country  
**Reports To:** Cross Country Manager  
**Class Code:** 9180  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 9  
**Pay Range:** \$13.05 - \$16.48  
**Prepared Date:** 4/6/2009, updated 10/1/2014, 11/2017, 08/18

### **SUMMARY**

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

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

- Provide excellent customer service to customers, employees and business partners and be able to prioritize customer service in stressful situations.
- Maintain current knowledge of Ski Area products and services and operating procedures to provide assistance and information to customers.
- 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 rental, 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 snow removal including shoveling and clearing snow from walkways, stairs, equipment and other areas as needed.
- Work well under pressure.

### **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 move; remain stationary. The employee is occasionally required to ascend, descend, position oneself close to the ground, 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.