



Job Title: Lead Ticket Seller
Job Code: 732
Department: Ticket Office
Reports To: Ticket Office Supervisor
Class Code: 9184
FLSA Status: Non-exempt
Salary Level: Hourly 15
Prepared Date: 11/8/06, revised 11/9/11, 9/30/15, 08/18, 9/20

SUMMARY

The Lead Ticket Seller is responsible for accurately selling and accounting for lift, ski school, group and commissioned tickets. The Lead also helps update policies and procedures and supervises and trains all assigned staff.

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

- Provide excellent customer service to customers, employees and business partners.
- Maintain current knowledge, implement and enforce association policies, procedures, rules and regulations.
- Oversee daily operation of ticket administration
- Collect money from customers who purchase a lift ticket and/or ski school lessons and clinics.
- Register students for ski school and coordinate with ski school director availability of instruction and lessons.
- Answer ski area telephones and base radio.
- Balance daily sales to deposit amount.
- Operate a POS system (RTP).
- Organize and oversee radio operation of ski area including inventory of radios and act as "base" operator for radio.
- Coordinate daily weather and ski condition update to the media and recorded message at the ski area.
- Maintain and train employees on telephone voice mail system at the ski area.
- Maintain office equipment at the ski area.

QUALIFICATIONS

To perform this job satisfactorily, an individual must be able to perform each essential duty. 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

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended. Proficiency in Microsoft Office systems including Word and Excel.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

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 apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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 stand; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 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 regularly exposed to moving mechanical parts. The employee is occasionally exposed to toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

SUPERVISORY RESPONSIBILITIES

May be required to lead 4 to 5 employees in the Ticket Office. May be required to help carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.