



**Job Title:** Ticket Seller II  
**Job Code:** 731  
**Department:** Ticket Office  
**Reports To:** Ticket Office Manager  
**Class Code:** 9184  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 11  
**Prepared Date:** 1/30/07, updated 5/3/11, 9/30/15, 08/18, 11/18, 9/20

#### **SUMMARY**

The Ticket Seller II assists customers with purchase of lift and ski school tickets at the ski area using a POS system (RTP).

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

- Provide excellent customer service to customers, employees and business partners.
- Collect money from customers who purchase a lift ticket and/or ski school lessons and clinics.
- Register students for ski school.
- Answer ski area telephones and base radio.
- Balance daily sales to deposit amount.
- Operate a POS system (RTP).
- Assist with snow removal including shoveling and clearing snow from walkways and paths.
- Schedule Ski School and Snowflakes lessons.
- Must serve as a host or hostess for the downhill ski area.
- In absence of Ticket Office Manager, oversees operation of Ticket Administration.
- Assist with coordination daily weather and ski condition update to the media and recorded message at the ski area.
- Acts as a lead ticket seller.

#### **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 handling cash and credit transactions; or equivalent combination of education and experience.

#### **CERTIFICATES, LICENSES, REGISTRATIONS-**

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.  
Proficient 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 use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally 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 outside weather conditions, toxic or caustic chemicals and risk of electrical shock. The noise level in the work environment is usually moderate.