



LEAVENWORTH WINTER SPORTS CLUB

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www.skileavenworth.com

Mission Statement

Our purpose is to promote health, fitness, and fun through skiing and other winter sports by providing quality facilities, education, and activities to the community.

SALES STAFF JOB DESCRIPTION

Department:	Sales
Employment Dates:	Generally early December – early March (dependent on snow coverage)
Work Hours:	Typically during LWSC operating hours, but includes off hours as required
Workdays:	Weekdays, weekends and holidays
Work Locations:	Ski Hill Ticket Booth, IRT Ticket Booth, Golf Course Ticket Booth & offsite Events as required
Wages:	\$13.69-\$16 per hour, dependent on experience
Status:	Full Time or Part Time, non-exempt
Reports To:	Ticket Booth Supervisor (Ski Hill Sales Staff), Head of Marketing and Guest Relations & the General Manager

Description Summary

The primary function of this position is the handling of sales transactions with LWSC customers, in person, during operating hours. Item sales include day tickets, season passes, lessons, donations and merchandise. Sales staff may also be required to participate in Events (both onsite and offsite) and perform other office duties as required. Sales staff need to be able to generate accurate and detailed sales reports as requested.

Essential Functions

- Ensure that all sales are properly handled and accurately recorded.
- Verify that points-of-sale have appropriate daily banks.
- Process Season Pass purchases and pass printing (IRT only).
- Perform accurate balancing of the till at the conclusion of each shift.
- Interact with customers and provide guest services skillfully and cheerfully.
- Maintain office equipment and supplies.
- Assist in keeping the venue clean and inviting.
- Maintain phone and/or radio contact with staff at all times while on shift.
- Answer the LWSC phone and respond to inquiries.
- Prepare the facilities according to the daily operating schedule and/or event program in a timely fashion.
- Work unsupervised in a manner that is professional and consistent with company and departmental policies and procedures.
- Perform other duties as requested by the supervisors.

Experience / Requirements

- Must have High School education or equivalent.
- Must have command of the English language.
- Must have cash handling skills.
- A minimum of two years' experience in sales procedures is desired.
- Must have guest service skills, including exhibiting a professional demeanor.
- Must have a working knowledge of PC computers and POS systems.
- Must be able to use good judgment and make sound decisions.
- Must be able to pass a background check for cash handling.
- Must have reliable, all-weather, transportation for getting to and from the work location.
- Must be able to function effectively with minimum supervision.

Physical Requirements

- Must be able to stand and/or sit for extended periods, reach, walk, bend and stoop.
- Must be able to ascend and descend stairs and navigate uneven and slippery terrain.
- Must be able to lift and carry up to 40 lbs. for short distances.
- Must be able to tolerate cold temperatures, at times below 0° Fahrenheit.
- Must be able and willing to shovel snow.

Working Conditions

- Sales staff primarily work indoors in temperature regulated environments; however special events may require outdoor work locations.
- Outdoor events could require working in low temperatures and snowy and/or icy conditions.
- Sales Staff interact with LWSC guests and other staff constantly – this is a very social position.

Attendance

- Must show up for work on time and appropriately dressed for the work location.
- Business operation schedules and numbers of required staff are affected by the weather, requiring the ability for sales staff to maintain flexibility in their work scheduling.

This is only a partial list of the Essential Functions, Experience, Requirements and Working Conditions.