



Olympic Ski and Snowboard School

503.272.3206 x 1131

skibowlskischool@gmail.com

87000 US-26, Government Camp, OR

Skibowl Ski School Manager and Office Staff

Currently Hiring for the 2021-2022 Winter Season:

1 Full-Time Office Manager

- 5 days a week, 30+ hours, weekends and holidays necessary

2 Part-Time Office Staff

- 1 for weekday evening shifts, 3-4 days a week between Mon-Thur including holidays, 18-24 hrs/week
- 1 for weekend shifts, 2-3 days a week Fri-Sun including holidays, 20-30 hrs/week

Job Description

Under the supervision of the Ski School Manager, you will provide customer service to visitors including, but not limited to: checking visitors into lessons, giving directions, filing appropriate paperwork, checking online reservations, fielding complaints and compliments, and acting as Manager On Duty. Office Staff will promote the Olympic Ski and Snowboard School as the most safe and effective way of learning to Ski and Snowboard and are responsible for maintaining the highest level of professionalism as a steward of the resort and representative of the Olympic Ski School at SkiBowl. Office Staff are to set an example for appropriate behavior to all customers and instructors. Office staff are dedicated to maintaining the most conducive environment for learning to Ski and Snowboard. A large part of the position is communicating with students, guests, instructors, and fellow employees in a professional manner; in accordance with Mt. Hood SkiBowl's standards for Customer Service, both on and off the job.

Essential Job Functions

- Quick learner in a fast-paced environment
- Proper and timely communication with appropriate staff members and visitors
- Online reservation systems and regular use of computer for check-ins
- Assist in preparation of learning areas
- Learn check in, rental, and lift procedures for participants
- Develop knowledge and performance of Ski and/or Snowboard safety procedures, before, during and after lessons, upon completion of training
- Maintain proper documentation according to policy and procedures
- Ongoing assessment of on-hill situations to provide crew and guest service's assistance
- Maintain safe and sterile Ski and Snowboard instructor area in Ski and Snowboard School Building
- Follow Olympic Ski and Snowboard School safety procedures and guidelines
- Knowledge, performance, and enforcement of all Mt. Hood SkiBowl, LLC, operating and emergency procedures, upon completion of training

- Maintain positive interaction and communication with guests and co-workers

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

Hiring Requirements

- Good verbal and written communication skills
- Customer service experience
- Able to learn quickly and be responsible for day to day operations
- Able to deal with high volumes of people in a friendly and courteous manner, in an occasionally hectic environment, and maintaining composure when faced with a potentially stressful situation
- Computer and customer sales experience
- Sales report experience a plus
- Able to work holidays and weekends
- Adhere to personal hygiene policies of Mt. Hood SkiBowl, LLC
- Must be at least 18 years of age
- Punctual and flexible
- Works well as part of a team, participating in a positive work environment

Apply Here

To apply please go directly to our website www.skibowlskischool.com under the [employment tab](#). We hope to hear from you soon!

Pay

\$12.75 - \$16.00 per hour, dependent on experience

Benefits include free employee ski/snowboard lessons, employee season pass, free day passes to other participating resorts, Skibowl employee shopping discount, dependent pass discounts (free full-time, 50% off part-time), Skibowl vouchers, access to name brand discounts via ExpertVoice

School Hours

8:30am - 6:30pm Friday-Sunday and Holidays

2:30pm - 8:30pm Monday-Thursday

COVID-19 considerations

To keep our Ski Family safe, we have implemented several Covid-19 Procedures. Visit our website www.skibowlskischool.com for more details.