

# **JOB DESCRIPTION**

## **Ski Ashland**

**Job Title:** Mountain (Ski) Host Volunteer

**Department:** Development/Marketing

**Job Qualifications:**

1. Complete Guest Service and In-Season Training.
2. Must be people oriented, with a clear understanding of guest service and its importance in representing Mt. Ashland
3. Must be able to work weekend and holiday periods.
4. Must possess a good body of knowledge of Mt. Ashland: its facilities, services and operation.
5. Able to demonstrate intermediate ski or snowboard ability.
6. Be responsible and work without supervision.
7. Must be 21 years or older.

**Job Attitudes:**

1. Must maintain a positive attitude about your volunteer position, skiing/snowboarding and the ski area in general.
2. Be helpful, enthusiastic and responsive when working with the public.
3. Must be able to follow rules and association policies outlined in the Employee Handbook and appropriate department manuals.
4. Be friendly and able to work in a team effort with other employees and volunteers.

**Job Duties:**

1. Directing guests to facilities, services and providing accurate ski information to them.
2. Assisting guests by carrying equipment and other courtesy tasks.
3. Performing line control and taking surveys at lift lines.
4. Knowledge of all policies, programs, and general information about the mountain so accurate answers can be given to guest's questions.
5. Facilitate Skier and Safety Education programs.

**You Must Provide:**

1. Appropriate clothing and ski/board gear. Appearance must be clean, neat and professional at all times
2. Reliable transportation, equipped to drive in all winter conditions.

**We Will Provide:**

1. Training needed to assist you in the performance of the job.
2. Appropriate uniform jacket and/or identification.
3. Season pass contingent upon completion of working 10 scheduled weekend or holiday days. Minimum 5 hours per day.

**Summary:** The Ski Host will be an ambassador for Mt. Ashland. As a potential first contact for guests at Mt. Ashland you will have a direct effect on their experience. It is our goal to provide a fun environment where the guest's concerns are number one. It is the expectation of the association that each guest is served in an accommodating and professional manner. The Ski Host's role is critical in accomplishing these goals.

**For more information, contact Hiram Towle (541) 482-2897**

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