

## Attendant – Customer Relations



### Ruapehu Position Description

**Business Area:** Customer Relations

**Location:** Turoa or Whakapapa Ski Area

**Position Term:** Whakapapa Ski Field June – October & Turoa Ski Field July – October

**Salary:** Entry level \$16.50 per hour but negotiable on experience

**Reports to:** Customer Relations Team Leader

**Interview dates:** March & April

### Position Purpose

To provide an exceptional level of customer service and to assist in customer relations areas of the operation at Ruapehu Alpine Lifts, including ticket checking, ticket selling and schools & groups hosting.

### Operational

- Provide an efficient, polite, friendly and professional service to all customers.
- Sell, process and refund a variety of products including lift and season passes, rental equipment tickets, snow school and group bookings.
- Ensure all lift users have a valid lift ticket/pass including staff, who must present a staff pass at all times.
- Ensure all mountain communications; phone, email, radio and public announcement system, are dealt with promptly and appropriately using a high standard of customer service.
- Update snow reports on phone, fax and website regularly as required.
- Follow departmental procedures for missing persons, ski area incidents and lost and found property.
- Assist with office administration such as email, group bookings, mail, faxes, photocopying and filing.
- Follow departmental procedures for cash handling including cashing up and reconciling tills.
- Assist in the co-ordination and hosting of Schools & Groups, ensuring their dissemination within the appropriate timeframe and area.
- Ensure all work areas are clean, tidy, maintained and ready for service and all tasks are completed with the appropriate products and equipment.
- Provide up-to-date and accurate information to the public on products and prices, Mount Ruapehu Ski Areas and the local area.
- Ensure all tasks have been completed thoroughly and within set timeframes and that quality standards are maintained at a high level.
- Perform all duties in a safe and efficient manner.
- Competently operate the Point of Sale, ticket checking equipment and EFTPOS system as required.
- Deal with complaints, compliments and suggestions in helpful and empathetic manner.
- Provide assistance to your fellow team members at all times.
- Attend and participate in weekly staff meetings and any scheduled full departmental or company staff meetings.

Carry out any other duties as required by the Team Leader and/or Supervisors, including assisting other departments as required. Actively foster a service-focused culture within the company.

### Qualifications, Attributes, and Experience Skills, Knowledge & Experience

- Thorough knowledge of customer service principles which translates to exceptional customer service.
- Ability to apply appropriate interpersonal styles within a team.
- Ability to share technical information with other technical or non-technical people in a manner that is quickly understandable.
- Previous customer service experience.
- Cash-handling experience.
- Excellent verbal and written communication skills.