

Job Title

TUBING HILL TICKET SALES AGENT

Department: Operations

Reports To: General Manager

Full-Time/Part-Time: Full-Time and/or Part-Time

Shift: Various Shifts

Pay Rate: Variable based on experience



About the Organization: Tube Tahoe is opening for the third year of operations this coming winter (2022/2023), providing snow tubing and sledding for kids and adults of all ages. At Tube Tahoe, we are dedicated to providing a fun and safe environment for the whole family. Come help us make memories to last a lifetime!

Job Summary

- Ticket Sales Staff will be responsible for processing the sale of Tubing Hill tickets, pre packaged foods, and retail items.
- Staff will lead by providing outstanding customer experience through professionalism, extensive training and a friendly, welcoming demeanor.

General Accountabilities

- Work in a fast-paced environment and direct guests to necessary locations.
- Sell Tubing Tickets, pre-packaged food, and retail items in addition to renting helmets to guests.
- Oversee the appropriate shutdown protocols at the end of each tubing day, ensuring that all departmental equipment and supplies are secured and removed from public use.
- Ability to learn Tube Tahoe's POS system.
- Provide a consistent and pleasant customer experience.
- Have regular contact with customers, including instruction, problem resolution, and addressing concerns.
- Take precautions and safety measures to help ensure guests abide by COVID-19 standards, rules, and regulations.
- Meet or exceed customer expectations and company standards for cleanliness. • Educate, advise and assist tubing customers as needed and required, including best practices for their warmth, well-being and an enjoyable experience.
- Understand Tube Tahoe standards, policies and practices. Communicate them to customers and/or co-workers effectively when needed.

- Communicate daily (or more frequently, as needed) with Management regarding any conditions or occurrence which could affect the best possible operation of the Tubing department.
- Communicate any changes of schedule, operational practice or anything that affects customer experiences to Management quickly and appropriately as needed. Understand and use proper radio and communications protocols.
- Establish and maintain good, routine communication with Management and co-workers. Ensure that information is passed along efficiently and accurately.
- Maintain any logbooks, reports, protocols associated with this department.

**The company reserves the right to add or change duties at any time.*

Job Qualifications

- At least 18 years of age (if younger please provide work permit)
- Customer service experience
- Able to stand/walk/work outside, on snow, in winter conditions, for extended periods of time.
- Able to carry up to 50 lbs.
- Possess requisite clothing, boots and gear for a winter environment and for adverse and variable weather.
- Able to shovel or move snow, carry tubes, move mats and assist customers when necessary.
- Available to work weekends, plus additional holiday periods, from late November – April.
- Adaptable to flexible schedules.
- Reliable transportation in all weather conditions.
- Enthusiastic, friendly and able to interact with both staff and Tube Tahoe guests of all ages.
- English language competency; reading, writing and speaking. Other language skills are useful.
- Computer skills. Able to learn and use proprietary software and systems
- Prior involvement with winter recreation useful, but not required

Skills

- Excellent verbal and written communication
- Active listening
- Coordination

- Monitoring
- Social perceptiveness
- Critical thinking
- Judgment and decision making

EEO Statement: THE MEYERS SLED COMPANY LLC, (DBA TUBE TAHOE), is an Equal Opportunity Employer. Employment opportunities at THE MEYERS SLED COMPANY LLC are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, religion, color, sex, national origin, age, military status, veteran status, disability, genetic information, ancestry, medical condition, marital status, gender identity, gender expression, sexual orientation, or any other characteristic protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, internships, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

THE MEYERS SLED COMPANY LLC strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment, or participates in an investigation of such report. Appropriate disciplinary action, up to and including immediate termination, will be taken against any employee who violates this policy.