



# Job Description

Department: 11 Ticket Sales  
Position Title: **200 130 - Season Pass Clerk**  
Reports to: Ticket Sales Coordinator  
Ticket Sales Manager  
Director of Ticket Sales

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**Position Summary:** The Season Pass Clerk covers the Information Desk, answering guest questions, fulfilling season pass sales, and managing lost and found items. This person must have a great attitude, excellent customer service skills, and be proficient with the computer and learning new software. The essential functions of this position include:

1. Be an effective employee within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Work in conjunction with other employees and departments as part of the Monarch team.
3. Assist guests and employees at the Season Pass desk, or on the phone, answering questions, fulfilling season pass sales and voucher/ticket exchange, lost and found...etc. addressing all individuals in a timely, courteous and respectful manner at all times. Identify and escalate to a person of authority situations which require special attention.
4. Track all lost and found items in an orderly fashion so that they may be reunited with the rightful owners as much as possible. Coordinate with the Base Area Services staff for the storage and retrieval items.
5. Accurately account for and report on daily season pass sales and revenue. Responsible for maintaining and balancing the bank(s) at the season pass desk.
6. Assist in other areas of the Ticket Sales department as requested.
7. Answer phones, return calls and follow through with phone sales procedures.
8. Back up Administrative Assistant phones when necessary.
9. Perform duties in accordance with department and company policies and procedures.
10. Keep the Ticket Sales Manager and/or Coordinator apprised of significant occurrences at the Season Pass desk so that they remain informed of department activities while not present.
11. Notify Ticket Sales Manager of operational needs for budgeting purposes.
12. Maintain the Season Pass desk and surrounding areas so that they remain neat, clean, stocked and well organized for a professional presentation at all times.
13. Respond to and communicate with appropriate personnel as concerns, issues or emergency situations arise so that they are addressed efficiently, appropriately and in a timely manner.
14. Troubleshoot and resolve issues related to guest sales, specifically navigating the sales software.
15. Other duties as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

## Requirements Related to Knowledge, Skills & Abilities:

1. Ability to maintain a good attitude and work well with guests and other employees.
2. Very good computer navigation skills, to include Microsoft Office and [www.skimonarch.com](http://www.skimonarch.com). The ability to learn and retain knowledge of new computer skills (such as Siriusware).
3. Ability to speak clearly and pleasantly, and communicate in the English language.
4. Must have excellent math, calculator, credit card machine and cash-handling skills.
5. Must be able to maintain high degree of confidentiality of all customer information.
6. Ability to maintain excellent customer service in person and on the telephone.
7. Ability to take direction and follow procedures.

**Requirements Related to Education, Certifications & Experience:**

1. Previous cash handling experience is preferred.
2. 18 years of age and older preferred.

**Requirements Related to Working Conditions & Physical Demands:**

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary, as agreed upon by your superior.
2. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
3. Requires to standing at a workstation for long periods of time; keying, grasping, reaching, hearing and speaking clearly, and visual acuity.