



Job Description

Department: 12 Lift Operations
Position Title: **240-180 Ticket Checker**
Reports to: Lift Operations Asst. Supervisor
Lift Operations Supervisor
Lift Operations Manager

Position Summary:

The Ticket Checker/Scanner politely greets guests and checks/scans tickets or passes of lift users, sets up and/or breaks down and maintains the lift line maze, and works in conjunction with co-workers in keeping the assigned lift station operating smoothly. The essential functions of this position includes:

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. Check/scan lift tickets or season passes of 100% of the individuals riding the assigned lift to ensure non-fraudulent access and an accurate count of all lift users (excluding in-uniform, on-duty Monarch employees).
3. Set up and maintain lift line maze at assigned lift station for a reasonably safe, obvious, convenient and organized approach to the lift loading area by lift users. Break down lift line maze at end of day as necessary.
4. Address lift users, guests and fellow employees in a friendly, courteous and respectful manner at all times. Work as a team with other members of the Lift Operations department to provide seamless and exceptional service.
5. Check/scan lift tickets or season passes in a timely manner so that lift lines continue to move in conjunction with the loading of the chairs/conveyor.
6. Address any and all damaged, missing or invalid tickets/passes in accordance with departmental policy and procedure.
7. Program scanners as necessary for proper functionality.
8. Document incidents as necessary in a clear and articulate manner.
9. Assist with emergency situations such as lift evacuations, etc., as called upon by management.
10. 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 Relating to Knowledge, Skills & Abilities:

1. Ability to maintain a good attitude and work well with guests and other employees.
2. Ability to speak clearly and pleasantly, and communicate in the English language.
3. Awareness of surroundings and the ability to identify and respond to situational needs.
4. Ability to take direction and follow procedures.
5. Effective English reading and writing skills.

Requirements Relating to Education, Certifications & Experience:

This position does not require any particular education, certifications or prior work experience, however, you must satisfactorily complete Monarch provided Ticket Scanner/Checker training.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day(s) of the week, Saturday through Friday and holidays, as scheduled.
2. Requires the ability to work additional hours and/or overtime during the Christmas break and Spring break timeframes.

3. Requires working at high elevation (over 10,000'), and outdoors with extended exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
4. Requires standing for long periods of time, walking on uneven, slippery surfaces, bending, twisting and reaching.
5. Requires using hands for grasping, keying and handling.
6. Requires visual and image recognition acuity.
7. Requires the ability to push, lift and move up to 50 lbs., as in shoveling snow.