



# Job Description

Department: 11 Ticket Sales  
Position Title: **200 146 - Ticket Sales Coordinator**  
Reports to: Ticket Sales Manager  
Director of Ticket Sales

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**Position Summary:** The Ticket Sales Coordinator position is responsible for assisting the Ticket Sales Manager in the operation of the Ticket Sales office, season pass desk, and offsite ticket sales; as well as covering for the Ticket Sales Manager when he/she is indisposed. The essential functions of this position include:

1. Be an effective leader 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. Ensure all forms, tracking, verifications and necessary documenting are executed and accurately completed in a timely manner. This includes, though not limited to requests, training, payroll, time-keeping, fiscal responsibilities, disciplinary actions...etc.
3. Assist in the hiring of department A-Team employees.
4. Assist in the scheduling of departmental staff. Cover positions as necessary.
5. Assist with performing initial and ongoing training of departmental staff.
6. Provide timely employee feedback, and contribute to producing qualitative performance reviews of department A-Team staff.
7. Be aware of and assist in staying within budgetary constraints; offer input for next season's budget proposal.
8. Work in conjunction with other departments as part of the Monarch team.
9. Assist in the development and maintenance of training materials, manuals, checklists and other documents necessary for the success of the department.
10. Prepare and assist in the oversight of department personnel in the event of an emergency, as instructed by your supervisor.
11. Provide professional solutions and courteous assistance in problem solving for both guests and employees. Ensure that personnel are friendly and cordial to guests, while maintaining an exceptional level of guest service.
12. Maintain smooth operations of the Ticket Sales and Season Pass departments and Outpost in the absence of the Manager, communicating status and issues with the Director of Ticket Sales and other persons of authority as necessary.
13. Assist in ensuring and maintaining the security of all deposits, moneys, tickets, season pass materials and access to the Ticket Sales area in accordance with department and company policy and procedures, to include additional measures in the event of an emergency.
14. Perform start of day and close of day accounting, deposit and reporting procedures for the Ticket Sales departments in accordance with department.
15. Assist with fulfillment of offsite ticket sales, to include accounting, printing, shipping and tracking.
16. Assist with the management of lost and found items.
17. Assist with Cat Skiing bookings.
18. Respond to and communicate with appropriate departments and personnel as concerns, issues or emergency situations arise so that they are addressed efficiently, appropriately and in a timely manner.
19. Monitor and maintain the inventory and condition of department supplies, properties and facilities.
20. Answer phones, return calls and follow through with phone sales procedures.
21. Work at Ticket Sales stations and Season Pass sales desk as needed.
22. Backup Administrative Assistant phones when necessary.
23. Provide guidance to Tickets personnel in the optimum performance of their responsibilities.
24. 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, set a positive example and work well with guests and other employees
2. Ability to speak clearly and pleasantly, and communicate in the English language.
3. Ability to take direction and follow procedures.
4. Ability to train others and give direction in a non-condescending manner.
5. Aware of surroundings and the ability to identify and respond quickly to situational needs.
6. Good English reading and writing communication skills
7. Good computer and website navigation skills to include Microsoft Office, PowderPlace.com and SkiMonarch.com
8. Ability to recognize and maintain confidentiality of sensitive materials and situations, including confidentiality of all customer information.
9. Must be able to accurately perform cash, check, and credit card handling and processing procedures.

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

1. Colorado Driver's License and good, company insurable driving record preferred.
2. Some supervisory experience preferred.
3. High School diploma or GED required
4. 18 years of age and older preferred.

**Requirements Relating 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 scheduled.
2. Must be available by phone when off-duty.
3. 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.
4. May require long periods of standing or sitting and working on a computer; keying, grasping, reaching, and lifting up to 10 lbs.