



Job Description

Department: 11 Ticket Sales
Position Title: **200 140 Ticket Sales Clerk**
Reports to: Ticket Sales Coordinator
Ticket Sales Manager
Director of Ticket Sales

Position Summary: The Ticket Sales Clerk position greets guests at the ticket windows and fulfills lift ticket purchases, to include being responsible for the assigned ticket window station, money and credit card handling, and balancing. 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. Conduct accurate and efficient sales of lift tickets at assigned station, handling transactions in a friendly, courteous and expeditious manner so that each guest receives excellent and personalized service.
4. Perform open and close procedures at assigned ticket station in accordance with department policy, to include accounting for and balancing of moneys and tickets, stocking of supplies, and reporting.
5. Stay knowledgeable of all mountain happenings and products to assist guest with questions, bookings, and correct directions, including groups and events.
6. Notify Ticket Sales Manager of operational needs for budgeting purposes.
7. Maintain the ticket window and surrounding areas so that they remain neat, clean, stocked and well organized for a professional presentation at all times.
8. Cover Season Pass desk during breaks and high demand periods as requested.
9. 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 professional appearance and work well with guests and other employees.
2. Ability to listen, speak clearly and pleasantly, and communicate in the English language.
3. Ability to maintain excellent customer service.
4. Must be punctual and reliable.
5. Good math/accounting skills and able to accurately perform cash, check, and credit card handling and processing procedures.
6. Requires a working knowledge of basic computer systems and the ability to learn new software.
7. Must be able to maintain high degree of confidentiality of all customer information.
8. 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 long periods of sitting and working at a computer; keying, reaching, grasping, speaking clearly and visual acuity.