



Retail Sales Associate Job Description

DEPARTMENT:	<i>Retail</i>	FLSA STATUS:	<i>Non-Exempt</i>
REPORTS TO:	<i>Retail Supervisor/Manager</i>	STATUS:	<i>Seasonal</i>
DATE APPROVED:	<i>08.2026</i>	APPROVED BY:	<i>Senior Retail Manager</i>

ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpental within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.

The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

POSITION SUMMARY

The Retail Sales Associate brings a great sense of humor, a calm and caring approach to difficult situations, and a genuine drive to go "above and beyond" for every guest. This role delivers top-level customer service face-to-face, while handling merchandise sales, restocking, and inventory to keep the shop running smoothly. The ideal candidate takes initiative, completes tasks accurately and efficiently, and never says "not my job." Ski/snowboard industry knowledge is a plus, but a positive attitude and strong work ethic matter most.

HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

This role is expected to model and reinforce Boyne Resorts L.E.A.D.S. values at every level of the organization

1. **Long Term Thinking:** Builds lasting guest relationships and repeat visits by prioritizing genuine, quality service over quick transactions.
2. **Excellence in Execution:** Keeps the shop accurately stocked, organized, and guest-ready through consistent, detail-driven follow-through on every task.
3. **Attitude is Everything:** Brings positive, calm energy to every interaction, even during high-volume periods or difficult guest situations.
4. **Develop Great People:** Shares product knowledge and best practices with teammates, helping create a stronger, more capable retail team.
5. **Serve First:** Puts guest needs ahead of routine tasks, always ready to jump in and help—because "not my job" isn't in the vocabulary.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Long Term Thinking



- Maintains accurate inventory counts and restocking practices that support consistent product availability throughout the season
- Identifies slow-moving or low-stock items and flags trends to leadership to support smarter purchasing decisions

Excellence in Execution

- Sells and restocks merchandise, keeping the retail shop organized, clean, and guest-ready at all times
- Completes inventory and stock counts accurately and on schedule
- Follows through on daily tasks proficiently, without needing reminders or oversight

Attitude is Everything

- Handles difficult or frustrated guests with a calm, caring demeanor, de-escalating situations before they grow
- Collaborates smoothly with other departments (Guest Services, F&B, mountain ops) to support a seamless guest experience
- Brings humor and positive energy to the team, even during high-traffic or high-stress shifts

Develop Great People

- Helps onboard and orient new retail team members by sharing product knowledge and shop procedures

Serve First

- Delivers top-level customer service to guests both face-to-face and over the phone
- Goes "above and beyond" to solve guest problems, taking ownership rather than deferring to "not my job"
- Proactively anticipates guest needs, offering product knowledge and recommendations to enhance their visit

QUALIFICATIONS

Required

- Must be 18 years of age or older
- Must have excellent communication and customer service skills
- Basic computer experience required
- Must be able to multitask in a fast paced and sometimes stressful environment

EDUCATION AND EXPERIENCE

High School Diploma or GED. Customer service and industry experience, both in person and on the phone, preferred. Fluent in any language other than English a plus.

PHYSICAL DEMANDS

While performing the duties of this job, the employee regularly talks, hears, stands, walks, and sits. The role requires frequent use of hands and arms to reach, handle, and feel, along with climbing, balancing, stooping, kneeling, crouching, and crawling. Employees must regularly lift up to 10 pounds, frequently lift up to 30 pounds, and occasionally lift over 50 pounds—including moving fixtures, clearing snow, and performing basic maintenance and repairs to keep the store and backroom clean and organized.



WORK ENVIRONMENT

The Retail Salesperson is essentially an indoor clerical position. There are times the retail salesperson will be required to travel between locations in varying weather conditions and must adapt to different operational environments.

BENEFITS

- Health benefits coverage
- 401(k) retirement plan with employer match
- Ski and snowboard passes for employee and dependents across the Boyne Resorts network
- Paid time off and holiday pay
- Employee housing assistance, where available
- Access to Boyne Resorts employee programs, resort discounts, and professional development resources

ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

HOW TO APPLY

Submit a resume and cover letter to through job posting on <https://www.summitatsnoqualmie.com/> . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

EQUAL OPPORTUNITY EMPLOYER

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summit90.com to request accommodations during the application process.