



Guest Services Specialist Job Description

DEPARTMENT: Guest Services

REPORTS TO: Guest Services Manager

DATE APPROVED: 8-14-2025

WAGE RANGE: \$21.50 -23.00

FLSA STATUS: Non-Exempt

STATUS: Seasonal

APPROVED BY: Baylee Haytack

POSITION SUMMARY

The Guest Services Specialist we are seeking is known for their excellent sense of humor, exceptional problem-solving abilities, and dedication to providing top-level customer service. This role involves interacting with guests through various channels to provide information, address inquiries, and resolve issues. The ideal candidate understands the importance of going above and beyond and consistently demonstrates a customer-centric approach.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended as general illustrations of the work in this classification and are not all-inclusive of the specific position.

- Maintain a professional appearance, demeanor, and enthusiasm that reflects our brand values.
- Contribute to creating a safe, convenient, and enjoyable outdoor experience for all guests.
- Provide excellent customer support by answering general inquiries about our mountain, resolving product-related issues, and utilizing appropriate tools to enhance guests' visits.
- Efficiently handle guest emails, live chats and phone calls using the Salesforce CRM.
- Resolve guest issues promptly by utilizing provided tools and making informed decisions to find effective solutions, while independently de-escalating situations to ensure a positive experience.
- Work closely and collaborate with our administrative team to help with guest communications.
- Issue tickets and passes purchased online to guests.
- Conduct season pass and ticket sales using RTP Point of Sales System (training provided).
- Monitor and replenish ticket and pass pick-up boxes as needed.
- Greet and direct visitors and staff to the appropriate areas.
- Maintain lost and found inventories, facilitate the reunification of guests with their belongings, and manage the disposition of items to be donated.
- Offer technical support to guests navigating online purchases.
- Collaborate with the Ticket Scanning team to troubleshoot RFID issues quickly for lift access.
- Demonstrate flexibility by working at different base areas as required.
- Promote and adhere to safety protocols and guidelines within the ski area
- Perform general office duties, including filing, organizing, and cleaning.
- Perform any other duties as assigned.

QUALIFICATIONS

- Strong computer, keyboard and mathematical skills
- Must be able to multitask in a fast paced and sometimes stressful environment
- Passion for providing outstanding customer service
- Effective conflict resolution skills
- Ability to provide information about tickets, base areas and up-sell season passes
- Consistent attendance with excellent work ethic



- Demonstrates good phone etiquette and strong verbal communication skills.
- Ability to work both independently and as part of a team
- Excellent communication and interpersonal skills
- Ability to work independently and make sound decisions in high-pressure situations, demonstrating strong problem-solving skills

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) is required. Customer service experience, both in person and on the phone preferred. Fluent in any language other than English is a plus. Must be 18 years of age or older.

How You'll Succeed

At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

To be more specific in this role you will:

1. Long Term Thinking – Anticipate guest questions, prepare your workspace so you're ready for the week ahead, and create lasting impacts and relationships with our guests.
2. Excellence in Execution – Approach upset guests with care and professionalism, taking initiative to resolve issues quickly and effectively.
3. Attitude is Everything – Create a welcoming, inclusive environment for both guests and employees. Stay positive through changes and actively promote The Summit's culture.
4. Develop Great People – Commit to your own growth by learning new skills, taking feedback, and applying your knowledge to improve the guest experience every day.
5. Serve First – Share your knowledge and kindness to ensure every guest interaction reflects our commitment to service.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move more than 50 pounds. This includes moving furniture, setting up of housing operations, snow removal, maintenance duties and repairs, and keeping the office and home neat, clean, and organized.

Activity Requirements:

Standing – Constantly

Sitting – Occasionally

Walking – Occasionally

Bending/Stooping – Occasionally

Reaching (above shoulders) – Occasionally

Pushing/Pulling – Occasionally

Climbing – Rarely

Use of Hands/Fingers – Constantly (handling tickets, cash, and computer)

Exposure to Temperature Changes – Occasionally (depending on window location)

Awareness of Surroundings – Frequently (interacting with guests, handling transactions)

Handling Administrative Tasks (cash handling, ticket processing) – Constantly



WORK ENVIRONMENT

The Guest Services Specialist is essentially an indoor position. There are times the Guest Services Specialist will be required to move between base areas or asked to assist outside positions.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

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@summiti90.com to request accommodations during the application process.