



Guest Services Specialist

Job Description

DEPARTMENT:	Guest Services	FLSA STATUS:	Non-Exempt
REPORTS TO:	Guest Services Manager	STATUS:	Full Time/Part time, Seasonal
DATE APPROVED:	September 2026	APPROVED BY:	Director of Guest Services
WAGE RANGE:	\$21.50 - \$23.00		

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 Alpentel 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 Guest Services Specialist is a front-line representative for The Summit at Snoqualmie, responsible for delivering an exceptional guest experience across every point of contact — in person, by phone, and through digital channels. Reporting to the Guest Services Manager, this role owns the full arc of the guest interaction: greeting and orienting guests, processing sales and transactions through RTP, resolving issues across Salesforce CRM, and troubleshooting concerns on the spot. Success looks like a guest who leaves feeling heard, helped, and eager to return.*

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:** *Supports accurate, consistent processes — from transaction handling to lost and found documentation — that build reliable systems guests and teammates can count on season after season.*
2. **Excellence in Execution:** *Handles every guest interaction, sale, and system task with precision and consistency, maintaining the accuracy and professionalism that protects the guest experience and resort revenue.*
3. **Attitude is Everything:** *Stays composed, positive, and solutions-focused under pressure — especially during high-volume periods or difficult guest situations — setting the tone for every interaction.*
4. **Develop Great People:** *Shares knowledge with teammates, communicates clearly across teams, and contributes to a collaborative environment where everyone is set up to succeed.*
5. **Serve First:** *Prioritizes the guest's experience in every decision — resolving concerns quickly and empathetically, anticipating needs, and never defaulting to "that's not my job."*

ESSENTIAL DUTIES AND RESPONSIBILITIES



The duties below are organized under the Boyne L.E.A.D.S. value each most directly reflects. Only keep the value headings that have genuine content for this role — delete any that don't apply rather than padding them.

Long Term Thinking

- *Monitor and replenish ticket and pass pick-up boxes consistently to ensure uninterrupted guest access.*
- *Maintain lost and found inventories accurately, facilitate the reunification of guests with their belongings, and manage the disposition of unclaimed items.*
- *Perform general office and workspace organization to maintain a clean, functional, and professional environment.*
- *Promote and adhere to safety protocols and guidelines within the ski area, contributing to a consistent standard of operational safety.*

Excellence in Execution

- *Issue tickets and passes purchased online to guests accurately and efficiently.*
- *Conduct season pass and ticket sales using the RTP Point of Sale system with a high degree of transaction accuracy.*
- *Efficiently handle guest emails, live chats, and phone calls using Salesforce CRM, ensuring all contacts are logged and resolved within standard.*
- *Offer technical support to guests navigating online purchases, walking through the process clearly and patiently.*
- *Collaborate with the Ticket Scanning team to troubleshoot RFID access issues quickly, minimizing lift access delays.*
- *Demonstrate flexibility by working at different base areas as required.*
- *Perform any other duties as assigned.*

Attitude is Everything

- *Maintain a professional appearance, demeanor, and enthusiasm that reflects Summit brand values across every interaction.*
- *De-escalate difficult guest situations independently, remaining calm and solutions-focused to ensure a positive outcome.*
- *Contribute to creating a safe, convenient, and enjoyable outdoor experience for all guests through consistent positive engagement.*

Develop Great People

- *Work closely and collaborate with the Guest Services administrative team to support guest communications and share workload effectively.*
- *Communicate clearly across departments and locations to resolve guest issues that span more than one team.*

Serve First

- *Provide excellent guest support by answering general inquiries about the mountain, resolving product-related issues, and utilizing appropriate tools to enhance visits.*
- *Resolve guest concerns promptly by utilizing available tools and making informed, empathetic decisions — independently and without requiring escalation whenever possible.*
- *Greet and direct visitors and staff to the appropriate areas with warmth and clarity.*
- *Provide information about tickets, base areas, and season pass options; identify natural upsell opportunities to serve the guest's full needs.*



QUALIFICATIONS

Required

- *Strong computer, keyboard, and mathematical skills.*
- *Ability to multitask in a fast-paced and sometimes high-pressure environment.*
- *Passion for delivering outstanding guest service with a consistent, guest-first mindset.*
- *Effective conflict resolution and de-escalation skills.*
- *Strong verbal communication skills and professional phone etiquette.*
- *Ability to work both independently and as part of a team.*
- *Must be 18 years of age or older.*

Preferred

- *Prior customer service experience, both in-person and by phone.*
- *Familiarity with point-of-sale or CRM systems.*
- *Fluency in any language other than English is a plus.*

EDUCATION AND EXPERIENCE

A high school diploma or GED is required. Customer service experience in a high-volume or guest-facing environment is preferred but not required — we will train the right person.

PHYSICAL DEMANDS

- Standing/Walking: Regularly required to stand and walk for extended periods throughout the shift.
- Sitting: Frequently required to sit for phone and computer-based work.
- Hands/Arms: Occasionally required to use hands to handle materials, reach with hands and arms, and operate keyboard and POS equipment.
- Lifting: Regularly lifts and moves up to 10 pounds; frequently up to 25 pounds; occasionally more than 50 pounds (e.g., supply restocking, workspace setup).
- Communication: Regularly required to speak and hear clearly for guest interactions in person and by phone.

WORK ENVIRONMENT

The Guest Services Specialist works primarily in an indoor environment across multiple base area locations. This is a seasonal role with variable scheduling requirements including weekends, holidays, and peak operating days. Occasional movement between base areas and brief outdoor exposure may be required. Schedule flexibility is essential.

BENEFITS

- FT/PT Seasonal
 - a. 401(k) retirement plan with employer match
 - b. Ski and snowboard pass for employee and dependents across the Boyne Resorts network
 - c. Sick Pay and holiday pay
 - d. 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.