



Reservation Centre Host

Whistler Blackcomb's mission is to create the best memories for you... again and again!

Why you'll love to work in Sales & Marketing:

1. **Team Environment** - A chance to meet and work with interesting people from around the world and build lifelong friendships.
2. **Leadership** - A dedicated support team that focuses on YOUR needs.
3. **Growth** - Utilize your skills while building new ones. Gain confidence and valuable experience.
4. **Variety** - Every day offers new experiences.
5. **Social** - The most fun you will ever have at work and after work.

Position Status: Full Time (30-40 hours/week) Seasonal, Hourly
Seasonal positions can be differentiated from year round jobs as they have predefined start and end dates. These dates may vary due to seasonal business fluctuations.

What you'll be doing:

- Pro-actively promote and sell all programs available on Whistler-Blackcomb Mountains offering exceptional guest service in the selection of programs appropriate to the needs of our guests.
- Assist in meeting departmental and company objectives .
- Reflect at all times Whistler Blackcomb Mountains' commitment to first-class service by being a high-profile ambassador of Whistler Resort.
- Provide accurate information to our guests as it pertains to all aspects of Whistler Blackcomb Mountain operations and Whistler Resort.
- Through inbound calls, pro-actively promote all programs and events on Whistler Blackcomb Mountains and offer guidance in the selection of Season Pass and Ski School products appropriate to the needs of our guests.
- Assist with answering all e-mail requests and bookings generated on whistlerblackcomb.com.
- Customer Database maintenance and expansion.
- Handle all telephone inquiries and complaints in a professional and competent manner employing a win-win attitude.
- Know and be up-to-date on all prices, programs, events and policies of Whistler Blackcomb Mountains.
- Be responsible for accurate daily cash-outs.
- Present a professional appearance and adhere to the Whistler Blackcomb's grooming policy at all times when on duty.
- Perform other duties as assigned by the supervisor.
- Assist other departments as required.

Qualifications:

- Demonstrate our core values around Teamplay, Employee Experience, Striving to be the Best, Customer Loyalty, Honesty and Integrity, Community and Environment, Playing Safely and Financial Strength.
- Excellent communication skills.
- Previous telephone experience is an asset.

- Team player, enthusiastic, positive attitude.
- Previous experience with computerized sales and reservations systems.
- Previous sales or guest service related experience.
- Keen to learn new skills, open-minded.
- Satisfactory criminal record check.

Reports to: Guest Relations/Mountain Access Supervisor

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For a current list of available positions with Whistler Blackcomb, please call the Job Line at 938-7367 or visit www.whistlerblackcomb.com/jobs