



Ticket Checker Job Description

Position: Ticket Checker

Updated: September 2021

Supervisor: Safety Services Manager

Overview: Checks to insure that all guests loading the chair lifts are properly ticketed. Performs crowd control. Previous Guest Service experience desired. This is an outside job working in a variety of winter weather elements. The Ticket Checker helps with the crowd control of the lift in a safe and efficient manner while promoting positive guest relations with riders and co-workers.

Job Description:

- Ensure all guests loading the lifts are properly ticketed.
- Provide information to customers.
- Assists guests as needed in the Lift Line.
- Handles crowd control in lift queue areas.

What we expect of you:

Working outside can be both challenging and rewarding. Lifts operate snow or shine for our guests. Must be able to stand, bend and assist guests as needed. Attendance and guest service are the hallmarks of a successful Ticket Checker. We look for mature, responsible, upbeat and animated individuals to join our team. A smile and good attitude is naturally part of your uniform. Read the attached Job Hazard Assessment.

Requirements:

- Ability to perform the required functions of the Ticket Checker position.
- Guest Relations skills.
- Ability to stand and bend for long periods and meet physical demands of repetitive work.
- Ability to work under varying weather conditions, often extreme in nature.
- Ability to provide accurate information and maintain good attitude during stressful situations.
- Ability to speak clearly and communicate thoroughly with customers and co-workers.
- Willing to work overtime, holidays, and weekends as requested by the Supervisor.

What to expect from us:

Generally work schedules. Schedules are influenced by weather conditions, and guest attendance, but generally Ticket Checkers work 15-40 hours a week. Pats Peak provides uniforms; you need to provide warm footwear (boots), gloves, snow pants, hat, sunglasses, etc. Employment for the season is usually from the beginning of December through the end of March. We offer free skiing, rentals and lessons; meal discounts and discounts in our retail shop.