

LOCATION: 4302 Access Road, Bolton, VT 05477

This is a VOLUNTEER (non-paid) position beginning in December.

Volunteers that can commit to 14+ days will receive a FREE SEASON PASS!

Job Summary: Provides a warm welcome and serves as a helpful source of information to Bolton Valley's guests, ultimately leading to extraordinary customer service and a positive guest experience.

Essential Functions:

1. Greets arriving and departing guests in the traffic circle and in the base lodge, assisting with unloading gear and ensuring a smooth flow of arriving traffic
2. Answers guest questions and concerns, directing them to the right location
3. Administers customer satisfaction surveys for the marketing department
4. Other customer service-oriented tasks as assigned

Other Functions:

1. Provides mountain information, assists guests while skiing or snowboarding, and engages guests in conversation during lift rides
2. Assists with special events as needed
3. Assists Ski Patrol with end-of-day trail sweeps

NOTE: All Bolton Valley employees are required to perform alternate functions from time to time, both within and outside of their assigned department, particularly during peak periods such as holiday weekends.

Customer Service Expectations: This volunteer position involves almost constant direct customer contact in all aspects of the job. Employee is expected to be friendly, courteous and professional in accordance with Bolton's commitment to providing superior customer service.

Qualifications:

- High school diploma.
- No prior experience is necessary.
- Previous customer service experience is a bonus.

Required Knowledge and Skills: An outgoing personality and a desire to help people are the most important characteristics for a mountain host.

Physical and Mental Demands: Mountain Hosts will be exposed to cold, wind, snow, rain and other winter weather conditions. They stand and walk on surfaces that may be slippery from snow and/or ice coverage. Involves prolonged periods of standing for most assigned tasks. Mental demands

include stress from dealing with fast-paced environment, occasionally difficult and/or upset customers, and quickly jumping from one situation to the next.

Work Environment: Primarily outside, both in the traffic circle and on-mountain (skiing, snowboarding and/or helping with special events), although some time may be spent indoors (greeting inside the base lodge and conducting surveys). Greeting in the traffic circle involves interaction with cars, trucks and buses. On-mountain tasks presents all risks inherent with skiing and snowboarding.

Other: This position primarily involves weekend days and holiday periods and involves a commitment of 14 weekend/holiday days throughout the season. Hosts' days are structured so that some period of time is spent performing an assigned task, while the remainder of the day is left for skiing or snowboarding around the mountain if desired.

Disclaimer: *The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. This is not an exhaustive list of all responsibilities, duties, and skills required. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.*