



## JOB DESCRIPTION:

# CITY OF TRAVERSE CITY

## *Hickory Hills Rentals/Ticket Sales*

### POSITION SUMMARY

Under the general supervision of the Hickory Hills Manager or other designated staff, is responsible for assisting with rentals and ticket sales.

### RELEVANT DETAILS

Temporary/Seasonal, any day of the week/wknd, typical ski time hours, \$16-\$21 per hour.

### APPLICATION PROCESS

Please Submit a completed application to the City of Traverse City Human Resource Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to

[jobs@traversecitymi.gov](mailto:jobs@traversecitymi.gov)

Application link: [Application](#)



### ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists with daily ticket sales, season pass sales; providing support to walk up traffic and/or telephone and email inquiries; and resolving customer issues
2. Fit Boots, Skis, Snowboards and/or Poles to guest satisfaction
3. Performs a variety of clerical duties with requires product knowledge, payment processing and Point of Sale, group sales and booking, including collecting fees, processing appropriate receipts and posting transactions
4. Maintain rental fleet and inventory
5. Responsible for various administrative duties such as conducting inventory, cash handling procedures, opening and closing procedures
6. Maintains a clean, organized and safe work environment
7. Assist with tracking equipment and inventory regularly
8. Utilizes various computer applications and software packages; enters and maintains data; generates reports from a database or network system

### REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS

- Must be at least 18 years of age and possess and maintain a valid driver's license.
- High School Diploma or equivalent.
- Promptly report any potentially harmful equipment or situations to the immediate manager
- Ability to detect errors, determine cause and make corrections
- Ability to establish and maintain positive and effective working relationships with staff and represent the Department/City in a positive, courteous, professional and friendly manner with all internal and external customers at all times

### PHYSICAL DEMAND and WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to talk, hear, and interact with guests and staff. Frequent use of hands and arms to handle equipment, merchandise, and office tasks is required. The employee must occasionally lift and/or move items up to 50 pounds, and frequently lift items up to 30-35 pounds. The position requires standing, walking, stooping, kneeling, and reaching for extended periods while assisting guests or performing operational duties.

Work is performed primarily in a lodge setting. Noise levels vary from quiet (office areas) to medium (rental and guest activity areas). Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Traverse City is an Equal Opportunity Employer**