



Job Title: Burke Mountain Ambassador

Job Code:

Department: Guest Services / Marketing

Reports To: Guest Experience Director

FLSA Status: Non-Exempt

Date Updated: 12/14/2020

This job description shall not be construed as a contract for employment. Burke Mountain Resort is an at-will employer.

SUMMARY: The Burke Mountain Ambassador Program is a volunteer-based program delivering outstanding service and acting as a resource for guests of the resort on a day-to-day basis. In exchange for their volunteer time, the mountain ambassador enjoys the perks of a Burke Mountain employee including a current winter season pass. All mountain ambassadors are required to work a minimum of one full day (8:30am-4:15pm) per week.

ESSENTIAL DUTIES & RESPONSIBILITIES (include the following, other duties may be assigned):

- The primary role of ambassadors this season be to actively manage indoor lodge time and maintain contact tracing.
- Greet all guests and maintain high visibility while actively and effectively communicating with guests to explain programs, operating hours, and other resort services. Read the snow report daily and become familiar with Burke operations to be prepared for guest questions.
- Mountain Ambassadors are required to volunteer a minimum of one full day per week shift (8:30am – 4:15pm).
- Attend all required training, safety and other meetings required both by the department and company.
- Other various tasks include helping guests with transportation (acting as a parking attendant when asked), managing the lift line, and being present at the outdoor ski trail maps to provide assistance and answer questions.
- Instruct guests on The Responsibility Code, and uphold the highest levels of guest safety in varying winter weather conditions
- Other duties as assigned by supervisor, which could be directly related, or unrelated to original position.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Highschool Diploma or GED certificate. required.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively and clearly before customers and/or employees of Burke.

Mathematical Skills: Ability to comprehend basic math.

Reasoning Ability: Demonstrate the ability to anticipate and solve practical problems or resolve issues.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and ski or snowboard at an intermediate ski level. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Proper lifting techniques required. May include lifting up to 50 pounds on occasion.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Resort Conditions: This is a Winter Resort Area. It requires that work venues are varied, and in many cases include steep stairways, multi-level buildings and outdoor work areas, subject to very cold, sometimes wet or very sunny work sites. Some facilities are located at the base or bottom area and some are semi-remote and can only be reached by traveling via chair lift(s), skis or snowboards. Walking surfaces are frequently frozen, sloped and slippery. Proper footwear is a must, indoors and out. Work days and hours, as well as the number of hours required will vary, with an emphasis on weekends

I acknowledge the duties, responsibilities, and qualifications that must be upheld in order to maintain this position. I am aware that failure to adhere to these points can result in termination, loss of benefits, and revocation of the Burke Mountain ski pass.

Employee Signature

Date

Manager Signature

Date