



# Detroit Mountain Job Description

<b>Job Title:</b> Support Team Member	<b>Department:</b> Mountain Inside Operations
<b>Reports To:</b> MOD & Department Managers	<b>Status:</b> Part-time & Full-time available

## **JOB SUMMARY**

Using an eye for detail and a passion for providing excellent internal and external customer service, the DM Support Team Member will model safety, friendliness, appearance, and efficiency to create a world class experience for all guests. This position involves working in a variety of areas as needed including but not limited too: Ticketing, Rentals, Cafe, Concession, Gift Shop, Guest Services.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform the job successfully, an individual must be able to perform each essential job duty and responsibility satisfactorily.

- Become an expert in product offering, payment processing and POS.
- Clearly and accurately communicate with guests, coworkers and MOD (Manager on Duty).
- Ensuring that guests receive immediate attention and provide support to co-workers in a learning environment.
- Assisting in operational responsibilities of all areas of the business.
- Directing guests to appropriate areas or access points.
- Upkeep of work areas and cleanliness of facilities.
- Must be flexible to move to different departments as the needs of the business change frequently.
- Communicating instructions and helping guests in all areas of operation.
- Arrive to work on time prepared for all duties within job description & department checklists.
- Able to work cooperatively with staff and other departments to ensure safety, security and enjoyment of our guests.
- Knowledge and awareness of the environment, dress to work both inside and outside as needed.
- Must be willing to perform occasional duties with other departments (etc: food & beverage, lift operations).
- Problem solve as needed, seek advice and support from Immediate Supervisor and/or Manager on Duty.
- Other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must be highly motivated
- Excellent communication and interpersonal skills, must be friendly, personable and comfortable working with people and have the ability to communicate effectively to groups and individuals as assigned.
- Must work well in a team
- Good observation skills
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- Ability to interact and maintain positive relationships with guests, co-workers and management.

## **PHYSICAL REQUIREMENTS**

- Must be able to lift, stand, walk, stoop, kneel, crouch, and reach frequently
- Must be able to stand for extended periods of time.
- Must be able to work independently without supervision or assistance.

## **PREFERRED SKILLS**

- Experience working in the industry is preferred, but not required.