



Wolf Creek Ski Area

Employee Job Description

The following list outlines the expectations and responsibilities of each role. These job duties are essential for daily operations. This document is intended as a reference for both managers and employees. If you need any assistance filling this form out, please reach out to your direct supervisor.

Job Title: Cashier Attendant			
Department: Food and Beverage			
Employee Name	Last:	First:	MI:
Part-time / Full-time / Holidays (Circle 1)		Avg. Hours/Day 8-10 hrs.	Avg. Hours/Week

Job Description/Daily Tasks:

Cashiers are responsible for restocking, providing professional customer service, handling cash and sales transactions, communicating with the kitchen, and maintaining a clean and organized Front of House. They are expected to complete transactions with customers in a friendly manner and offer assistance when necessary.

This role requires attention to detail, efficiency, and teamwork. Cashiers will be expected to help co-workers when time permits and all other duties are completed.

Responsibilities/Expectations

<ul style="list-style-type: none"> No phones or headphones permitted, except during breaks
<ul style="list-style-type: none"> Arrive promptly, and clock out only once all tasks are complete and no assistance is needed at other stations (check in with manager)
<ul style="list-style-type: none"> Communicate effectively with co-workers and customers, ideally with a friendly demeanor
<ul style="list-style-type: none"> Handling money responsibly and accurately (count till at opening/close and count cash back to customer aloud)
<ul style="list-style-type: none"> Retrieve money from ticket office for the till and return it after the register is closed. Tips should be consolidated and receipts should be neatly paper clipped before the bag is returned.
<ul style="list-style-type: none"> Understand the P.O.S. system and various ways to take tender (card, cash, or a gift card)
<ul style="list-style-type: none"> Write the menu items that change (e.g. specials and quiche)
<ul style="list-style-type: none"> Provide professional customer service and assist to resolving customer complaints or answering customer questions.
<ul style="list-style-type: none"> Possess basic food safety knowledge (e.g. preparing vegetables for the burger bar)
<ul style="list-style-type: none"> Restock drink coolers, condiment bar, and drink machine station regularly
<ul style="list-style-type: none"> Clean dining area throughout the day (clean tables, collect trays, and empty trash)
<ul style="list-style-type: none"> Set up, maintain, and clean drink machines daily
<ul style="list-style-type: none"> Create a list of what is needed to restock FOH (e.g. drinks, condiments, cups, napkins, etc.)

• Able to operate dumbwaiter correctly to transport products from storage
• Perform any tasks as directed by the on-duty manager
• Complete all online training assigned by manager (STAR)
• Attend safety meetings weekly or bi-weekly. If unable to attend, it is the employee's responsibility to review the material thoroughly
• Follow the dress code: long hair pulled back, nails trimmed, clean uniform shirt, non-slip shoes, and a name tag
• Maintain proper hygiene: frequent hand washing (after eating, smoking, or using the restroom)
• Prepare for cold weather with proper apparel: ski pants, snow boots, gloves, and hat

Physical Demands

Physical Demands						
<ul style="list-style-type: none">• Standing for long periods of time (8-9 Hrs./day)						
<ul style="list-style-type: none">• Walking to complete daily tasks (3-6 Hrs./day)						
<ul style="list-style-type: none">• Bending or twisting at the neck, waist, wrist, and arm repetitively (3-8 Hrs./day)						
<ul style="list-style-type: none">• Squatting and kneeling frequently (1-6 Hrs./day)						
<ul style="list-style-type: none">• Lifting up to 50 lbs. when necessary (0-4 Hrs./day)						
<u>Lifting</u>				<u>Carrying</u>		
DURATION	0-2 hrs.	3-4 hrs.	5+ hrs.	0-2 hrs.	3-4 hrs.	5+ hrs.
0-10 lbs			X		X	
11-25 lbs		X		X		
25-50 lbs	X			X		
Longest distance with heaviest weight example: Carrying a 50 lb bag of flour for 60 ft **Always ask for help if you do not feel confident lifting something** **Anything over 50 lbs should have 2+ people carrying it**						
<ul style="list-style-type: none">• Climbing and crawling may be necessary (0-2 Hrs./day)						
<ul style="list-style-type: none">• Repetitive hand use; simple grasping, pulling, pushing, and fine manipulation of hands (1-6 Hrs./day)						
<ul style="list-style-type: none">• Able to reach both arms over head and below shoulder (full shoulder range of motion)						

Work Environment and Hazards

• High altitude and Winter weather (must use caution when driving, walking, climbing, etc.)
• Walking on uneven ground (outdoors not on walkways)
• Exposure to bio-hazards such as blood-borne pathogens, sewage, etc. (in the rare case of a customer accident; ski patrol should be contacted immediately.)
• Exposure to gas, fumes, or chemicals (when cleaning)
• Near heavy machinery (shuttles, snow cats, snowmobiles)

- No extreme heights, but a step ladder is necessary to complete daily tasks