



## JOB DESCRIPTION

### CLIFF LODGE CUSTOMER SERVICE REPRESENTATIVE

Canyon Transportation provides the majority of its services between the SLC airport and the ski resorts of Northern Utah. An important customer is Snowbird Ski and Summer Resort and Canyon Transportation has a full-time presence at the resort hotel during the ski season.

The Customer Service Representative helps ensure a positive customer experience upon arrival at the resort. The CSR will be answering guest transportation questions during their stay and confirm their departure date and time but will mainly work closely with the hotel bell service and concierge, our own dispatch team and drivers.

Prerequisites include a Snowbird season pass, if requirements are met. Limited availability: first come, first served.

#### Responsibilities

- Provide attentive, courteous service and understand the customer's travel needs.
- Promote Canyon Transportation services in a 4-star environment.
- Representative must be able to work in an energetic, fast pace, and sometimes stressful environment.
- Ability to juggle multiple projects simultaneously.
- Assisting guests to vehicles with luggage as needed.

#### Job requirements

- Must be able to pass a background check
- Strong verbal communication skills
- Adaptable to lengthy and strenuous working hours
- Professionalism
- Data Entry Skills
- Lift up to 50 lbs.