

Retail Sales Clerk – Seasonal

This position requires extensive customer interaction. Our retail sales clerks operate on the front lines and should be fun, friendly and courteous. Every sales clerk is responsible for providing product expertise, exceptional customer service, and maintaining a fun yet professional atmosphere.

Daily Responsibilities:

- Acknowledge customers quickly and courteously.
- Provide friendly customer service by responding to their questions and recognizing their needs.
- Use product expertise to assist with gear selection.
- Direct customers throughout the store or to the specific area the customer requests.
- Utilize the tools and training provided by the Powder House Ski Shops to develop selling and customer service skills, establish long-term customer relationships, and to increase sales.
- Increase the customer base by adding new customers to the mailing list.
- Maintain a positive and cheerful attitude at all times.
- Answer phone calls, direct customer the correct personnel, and apply the same standards of service and courtesy.
- Operate the cash register; it should be each employee's goal to use the register without error and to be consistently accurate in money handling.
- Restock products daily to ensure that all products are available for customers.
- Perform merchandising duties: folding, hanging, and displaying product.
- Maintain a clean and well-organized storefront, retail area, and back stock area.
- Assist in store opening and closing procedures; including snow removal (if necessary.)
- Vacuum, sweep floors, and empty all trash each day.
- Maintain store image by adhering to the dress and appearance guidelines.
- Perform other duties as assigned.

Physical Requirements:

- Continually able to stand/walk for extended periods of time, necessary to provide sales floor coverage.
- Continually able to reach overhead, bend, squat, kneel, and carry product.
- Continually able to walk up and down staircase, carrying boxes, product, and other necessary store related items.
- Ability to regularly perform store maintenance items: sweep, vacuum, empty trash, clean.

- Ability to safely lift boxes up to 55 lbs.

Minimum Qualifications:

- Must possess a willingness to learn.
- Ability to effectively work as a team.
- Self-Motivated.
- Attention to detail.
- Effective communication skills.
- Excellent organizational skills.
- Accuracy with money handling and register use.
- A passion for winter mountain sports; ski or snowboard experience preferred, but not necessary.
- Industry specific product expertise preferred but not necessary. We will provide product education and training.

Other Information:

Shop hours are 8:00am – 6:00pm everyday. We are open seasonally as long as the ski season permits, including all holidays. Due to the nature of Little Cottonwood Canyon we will occasionally be “interlodged,” times when the canyon closes due to avalanche danger. During such a time employees may be required to stay over night in Alta. This may occur when employees are not currently in the canyon. Every consideration will be made to avoid making employees drive up canyon, however, if necessary employees will be expected to make their way up the canyon before the road closes, unless road conditions prevent them from safely doing so.