



Title:	Document Control Template
Function:	(Used as template, explained by SOP01)
ID #:	PD.HR.0219.09.20
Approved:	HR
Review Date:	11.September.2020

Volunteer Role

Title:	Volunteer Ambassador, Guest Services
Reporting to:	Manager, Guest Services and Supervisor, Guest Services
Department:	Whistler Olympic Park

Overview

The Volunteer Ambassador, Guest Services, assists the team to enhance the Whistler Olympic Park experience for guests and visitors. This role includes Nordic skiing (classic/skate) and / or snowshoeing and requires WOP product, service, and facility knowledge. Friendly and approachable demeanor is required for this front-line guest resource role at various WOP locations including the gatehouse, Day Lodge, and trail network, and requires intimate knowledge of the trails to assist guests to navigate the expansive trail system. Exceptional customer service skills with a personable, outgoing and approachable demeanor are highly valued traits in this role.

Volunteering is based on a minimum of 40 hours per season with a commitment of ten (10) four (4) hour shifts (10 x 4-hour shifts). Sign up is via the on-line schedule as directed and is subject to each team's schedule of open shifts (i.e., week-ends, week days, or evenings).

Responsibilities

- Attend all Volunteer orientation sessions
- Under the direction of the Manager and/or Supervisor, Guest Services complete tasks with WOP staff, other professionals/partners, and Volunteer Ambassadors as required
- Assist Guest Services at the gatehouse, Day Lodge, and trail network; includes all WOP terrain and buildings
- Greet and interact with guests on-trail, provide geographical directions, and monitor trails for safety while educating users about WOP trail use policies/guidelines
- Perform snow clearing of walkways as requested
- Assist ticket/pass checking and validation at various locations including but not limited to gatehouse, chairlift, and on trails
- Assist with parking lot activities (AM shift only)
- Respond to snow sport inquiries, be knowledgeable about Whistler Sport Legacies programs and activities
- Carry out Whistler Sport Legacies' customer service philosophy: AIM (all interactions matter)
- Assist team with other duties as requested
- Reliable winter transportation is needed as WOP is not serviced by transit



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Role

Education/Experience

- Previous Guest Service experience preferred
- First Aid and/or CPR certification an asset
- Satisfactory Criminal Record Check
- Must be 18 years of age or older
- Knowledge of Whistler Olympic Park and the Callaghan Valley an asset
- Keen and “can do” attitude
- Desire to help build a vibrant sport and recreation community within the Sea To Sky Corridor preferred

Skills

- Strong interpersonal and communications skills
- Awareness of own skill level and willingness to ask for help from team when required
- Willingness to assist other team members as requested
- Passion for exceptional customer service is essential

Physical Expectations

- Ability to be outdoors in variable weather conditions for long periods of time
- Ability to stand / ski or snowshoe for periods of time (2-4 hours)
- Ability to carry out physical activity including shoveling walkways