

Customer Services Representative

MISSIONS

As a Customers Service Representative you will provide the following services to visitors at the Whitehorse Nordic Center.

- Respond to visitor inquiries regarding trail conditions, recommended routes, waxing techniques, upcoming events, and general facility information.
- Assist with event and program registrations, locker rentals, and fee payments
- Sell day and season passes to visitors.
- Prepare and manage equipment rentals, ensuring proper fitting and use of gear.
- Demonstrate how to properly put on cross-country skis and explain basic skiing techniques to beginners.
- Apply glide wax as needed and provide basic waxing support.
- Sell ski wax and offer expert advice on appropriate waxes for current conditions.
- Operate the coffee bar and offer snack service to visitors.
- Maintain clean and safe entryways by shoveling, sweeping, and applying sand or salt as required.
- Provide assistance during special event days, supporting setup, guest services, and other operational needs.

NECESSARY SKILLS

- Friendly, organized, and enjoys helping others
- Capable of multitasking, thrives in a dynamic environment
- A positive attitude to work independently or as part of a team
- Strong computer skills (reservation and point-of-sale systems)
- A love for the outdoors and a genuine interest in winter activities
- Experience in cross-country skiing or a strong willingness to learn (team members are encouraged to know the trails and may take lessons)
- Bonus points for experience in outdoor retail, ski waxing, or speaking multiple languages

ADVANTAGES

- Pleasant work environment
- Flexible working schedule
- Free use of the Nordic Centre facilities
- 20% discount on Shop items

HOURS

- 32h-40h/week from November to March
- Weekdays, evenings, weekends and holidays
- Possibility of working in Oct. and Apr. depending on snow conditions



About the Centre

- **+90km of groomed trails**
- **More than 2 000 season pass holders**
- **Ski programs for all levels from all ages and background**
- **Easily accessible by car or city bus**
- **Large programming of social events and races**
- **A large community with just under 300 volunteer positions**

Wages: \$21 to 28

SEND YOUR RESUME TO



office@whitehorsesnordic.ca



whitehorsesnordiccentre.ca



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Whitehorse YT**