

Jackson Hole Mountain Resort

JOB DESCRIPTION

Position

Title: Summer Market Research Surveyor

Date: 5/4/16

Classification: FT/Seasonal

Reports To: Special Event Manager

Department: Marketing

FLSA Status: Non Exempt

GENERAL PURPOSE

Gathers guest contact information as instructed by the Special Event and market research agency, Guest Research, Inc.

ESSENTIAL FUNCTIONS

- Gathers guest info for post-departure surveys -- visits scheduled restaurant and profit center locations to interview guests.
- Chooses interviewee according to directions, to achieve a random sample. Maintains a specified number of contacts per hours worked
- Offers and provides guest service assistance to potential interviewees
- Provides guest contact info reliable on Android tablets

-- Employees are held accountable for all duties of this job--

JOB QUALIFICATIONS

KNOWLEDGE, SKILLS & ABILITY:

- Friendly and trustworthy.
- Well educated about the resort and surrounding area.
- Able to handle customer questions complaints and objections.
- Reliable, self starter, conscious of contact quotas

EDUCATION OR FORMAL TRAINING:

High school graduate.

EXPERIENCE:

Not required.

MATERIAL AND EQUIPMENT DIRECTLY USED:

Surveys provided.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.