

Whistler Blackcomb

From the moment you arrive in Whistler Village, nestled at the base of Whistler and Blackcomb mountains, it's apparent that this is a resort village unlike any other you've ever experienced.

Yes, the rumors are true: it's absolutely massive, but in a way you're going to really love. With its endless array of shops, cafés and bars, restaurants and legendary après nightlife, the pedestrian-only Village is a destination unto itself, a one-of-a-kind confluence of two massive mountains, unique to North America, with an energy and style that are the envy of resorts around the world.

Whether you're in the mood for a leisurely stroll along its stone walkways, some people-watching from its countless sunny patios, exploring the fun-filled family playgrounds, or launching your next on-mountain adventure, Whistler Village delivers a recipe of winter magic that simply can't be matched.

STAFF ACCOMMODATION FAQs

What type of accommodation is it?

Shared accommodation. Most of our units are 2 bedroom units, with bunk beds in each room. In order to house as many people as possible we do not allow residents to "buy out" the other bed in a room. All accommodation is Shared.

Is there parking on site?

We do have very limited parking for normal cars & trucks only. No large vans or motor homes permitted. Parking is first come first serve and once it is sold out it is very challenging to secure alternative parking. Most folks find they do not need a vehicle in the winter months. There is public transit available to all of our locations, some are even within walking distance to the Village.

How do I make a request to live with my friend?

Login to Star Rez and make a roommate request in your profile.

What is included in the unit?

In the unit you will find bedding (sheets, blanket, pillow, towel and pillow case). Beds and furniture are included. Most units have 2 cook top elements to cook on.

How much is the rent?

Current rates start \$13.33/ night for a unit at Glacier and go up to \$21.78/ night. Please note these rates will go up 3% in the fall.

How do I pay my rent?

Login to your Star Rez account to pay your License fees (rent) they are due every 2 weeks on Pay day Fridays.

Who is responsible for cleaning the unit?

You and your roommates are.

What do I do if I don't get along with my roommates?

You can reach out to the Wellness Navigators team and they can help you work through any roommate concerns, mental health challenges. We can support all residents in a number of ways.

What items should be prepared to provide?

Cooking utensils, pots, pans, toasters or other small kitchen appliances. All of your own food, cooking and cleaning supplies.

How many properties do you have?

We have 3 different locations, Glacier Lane (5 buildings with about 200 beds in each unit) located on Blackcomb Mountain, this is where most of our residents reside. Brio – 1 building, about 200 beds. Located about a 10 min walk to Whistler Village. Westside – 1 building about 200 beds, located about 10 minute drive to Whistler Village, 5 minute drive to Creekside. It is a 5 min walk to the bus stop, and on the major bus route.

Product Sales & Service FAQs

1. What is the PSS department?

a. It stands for Product Sales and Services, and we look after all frontline ticket sales, pass sales, and Snow School Sales/Bike School Sales. We are a large department with different teams for different services. We also look after Advance Ticket Sales (ATS), which is a fulfillment center for tour operator and group sales bookings. We have an in-resort call center, the Reservations Centre, which handles WB-specific reservation calls – they process tickets, passes, and Snow School/Bike School products over the phone.

2. How many locations do we have?

a. We work out of 3 frontline locations, and 2 smaller ticket windows. These are at each base, Blackcomb, Creekside, and Village (which has the 2 smaller windows). We also have our Reservations Centre partly up the Blackcomb Mountain, and our ATS office in the Carleton Lodge. During winter we also operate the Schools on Snow ticket fulfillment, which is located at 18 Below also up Blackcomb Mountain. For summer 2022, the Creekside Gondola is receiving a large upgrade so this location will be fully closed to public, and we will not be operating from there.

3. What do the shifts look like?

a. For full time staff, we schedule between 35-40 hours. These are across 5 days a week, at 8 hours per shift. We keep your weekend consistent each week to ensure you can plan for your days off. In Summer, we operate from 9am-8pm in the

Village, and 9am-5pm at Blackcomb. So typical shifts vary between 8:45am-5:15pm, and 11:30am-8pm.

4. What does the job look like on a day to day?

a. The job will include working under Bike School sales, ticket and pass sales, and fulfilling lift tickets with our Express Lift Ticket Pickup devices (ELTP). The job involves long periods of standing, and ELTP is typically completed outside.

5. What does the season look like?

a. For PSS, we do not close between winter and summer transition. The winter season officially ends April 18th, and we move immediately into spring skiing operations from April 19th. The Whistler Bike Park is currently planned to start operating for summer from mid-May (dates to be confirmed), and finishing up early October. Our summer season for PSS is May-October, with peak times being July to August. Crankworx will also be back in Whistler this year, and is running from August 5-15 – this is a huge international bike festival and competition that brings thousands of guests to our resort.

6. What is your time off policy?

a. Typically we don't allow time off during June-August due to the volume of our operations. Our scheduling platform does enable you to swap shifts with other staff members though, and put shifts up to have covered as well.

7. What is the housing situation like?

a. We have 3 staff housing locations, two in the Village area and one just south of Creekside. Housing is on a first come, first served basis. We do our best to put everyone into a staff bed that requests it, but cannot guarantee. We will be able to tell you very quickly though what the situation is like, as we are provided a set allocation of beds for our department.

8. Is there a uniform?

a. Yes! We provide 2 polo shirts from the North Face (will be switching to Helly Hansen for 22.23 season), as well as schpants!! These are pants that can zip off into shorts J we provide 2 pairs of these, and you can also get a sun hat and rain jacket if you are doing any outdoor ELTP shifts. For winter we provide 2 Icebreaker polo shirts, and a light fleece jacket.

