

JOB DESCRIPTION

RENTAL SHOP TECHNICIAN

MISERY MOUNTAIN SKI AREA



POSITION SUMMARY

The rental technician is responsible for outfitting guests with rental equipment and explaining its safe use. These team members are outgoing, fun and customer oriented. They play a key role in making sure that guests' experiences are exceptional and ensuring that these guests come back again and again.

SPECIFIC ACCOUNTABILITIES

- ~ Use Tech Shop tools and machines safely to maintain guest and rental equipment
- ~ Make suggestions for improvements to work processes and procedures
- ~ Assist guests in solving problems &/or complaints. Keep Manager informed of guest related problems
- ~ Greet customers and assist them in identifying their needs. Provide guidance and advice in the choice of alternate products
- ~ Demonstrate, fit and measure equipment for guests of all ages. Size the guests' foot and find the appropriate fitting ski or snowboard boot
- ~ Provide set equipment as per manufacturer specifications
- ~ Responsible to ensure all patrons waivers are administered and filled appropriately
- ~ Recommend appropriate ski or snowboard length and ensure the accurate setting of the bindings
- ~ Ensure tech forms are accurately and completely filled out
- ~ Check all returned equipment for damage and match with the appropriate forms &/or waivers, repair as needed
- ~ Perform daily housekeeping duties to maintain cleanliness, tidiness and a professional image to our guests
- ~ Generally provide a safe, uncluttered, litter-free environment
- ~ Be knowledgeable about the various products and services Misery Mountain offers
- ~ Be aware of promotional & special events, school bookings, corporate and group functions
- ~ Abide by all mountain rules and regulations at all times on or off the job
- ~ Maintain and promote staff morale through positive attitudes and social aspects of the Misery Mountain working environment
- ~ We are a team at Misery Mountain and as a member of that team, you may be asked to assist other departments or you may draw upon help from other staff members to help you achieve your goals. Through this type of environment, we ensure Misery Mountain is operated efficiently
- ~ Safely climb ladders
- ~ Perform other responsibilities when required as directed by the Assistant Manager and/or General Manager

SKILLS, INTERESTS AND VALUES

- ~ Have an outgoing, approachable and friendly personality and show a commitment to exceeding guest expectations at all times
- ~ Stamina, flexibility and self-discipline to work long hours as required
- ~ Well-developed interpersonal skills to interact with customers of various ages with animation and patience
- ~ Able to remain composed when faced with unexpected problems and stressful situations
- ~ Able to work in a fast paced consumer driven environment and make responsible decisions quickly
- ~ Organizational skills to keep the shop in working order

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WORKING CONDITIONS

- ~ The length of a working day may vary depending on how busy the area is or deadlines that need to be met for a particular project
- ~ This position is seasonal and includes working on weeknights, weekends and holidays
- ~ Ability to work in a standing position for long periods of time
- ~ May lift &/or carry items up to 35 pounds on a frequent basis
- ~ May push &/or pull items up 10 pounds on an occasional basis
- ~ A clean, up to date Vulnerable Sector Check and Intervention Record Check are required for anyone 18 years of age or older

PERSONAL REQUIREMENTS

- ~ Experience in a Tech Shop &/or Rental at a ski area is an asset. There are no standard educational requirements for this position due to the seasonal and part time nature of the position and most training is completed on the job
- ~ Must at all times be fit for duty and not under the influence of any forms of drugs or alcohol be it prescription or recreational
- ~ All staff over 16 will be part of the evacuation team and must be fit for duty to climb towers and ladders, properly rig evacuation belay devices, ensuring all components are in correct operational status, and be responsible for the lives of our patrons

REPORTING RELATIONSHIPS

Reports To: Assistant Manager & General Manager
Supervisors: None

Date _____

Employee Name

Employee Signature