

Granite Gorge Mountain Park
JOB DESCRIPTION

Title: Rental Technician Tier I
Reports to: Director of Base Area Operations
Department: Base Area Operations
FLSA Status: Non-exempt
Job Type: Seasonal

Job Summary:

The Rental Technician is responsible for providing excellent customer service by assisting guests with renting and fitting ski/snowboard equipment. This role focuses on ensuring a smooth and efficient rental experience, maintaining accurate records, and ensuring equipment is in proper working order. The technician will perform basic maintenance and repairs, support safety compliance, and collaborate with other departments to create a seamless guest experience. The ideal candidate will have strong attention to detail, a proactive approach to problem-solving, and a passion for winter sports.

Key Responsibilities:

Customer Service:

- Greet and assist customers in a friendly and professional manner.
- Provide detailed information on available rental equipment and help customers choose gear that suits their skill level and preferences.
- Address customer inquiries and concerns and ensure rental paperwork is completed accurately.

Equipment Rental and Fitting:

- Conduct rental transactions, collecting necessary information and processing paperwork.
- Fit guests properly with ski/snowboard boots, skis/snowboards, poles, helmets, and other required equipment.
- Adjust and test equipment to ensure safety and performance standards are met.

Record Keeping:

- Maintain accurate records of rental transactions and equipment usage.
- Track inventory and update records as necessary.

Maintenance and Repairs:

- Perform basic maintenance on rental equipment, including waxing, tuning, and adjustments.
- Identify and report any equipment needing significant repairs to maintain safety and functionality.

Training:

- Attend training sessions and complete certification to become a certified rental technician.
- Stay current with any mandated training related to safety, equipment updates, and rental procedures.

Safety Compliance:

- Educate customers on proper use and care of rental equipment and safe skiing/snowboarding practices.
- Conduct safety checks and maintenance routines to ensure all equipment is ready for use.

Cross-Training in Guest Services:

- Participate in cross-training to support guest services operations, including ticket sales and customer assistance.

Cross-Departmental Collaboration:

- Work with ski instructors, guest services, and other departments to contribute to a seamless guest experience.

Other Duties as Assigned:

Perform other duties or projects as assigned to support overall operations.

Qualifications:

- **Experience:** Previous customer service experience in a retail or similar environment.
- **Ski/Snowboard Knowledge:** Understanding of skiing and snowboarding; experienced skiers/snowboarders preferred.
- **Communication Skills:** Strong verbal and written communication abilities.
- **Problem-Solving:** Ability to address guest concerns and find effective solutions.
- **Computer Skills:** Technology savvy, with the ability to quickly learn and adapt to systems and software such as Google applications, SubltUp, and Square for managing rental transactions, scheduling, and inventory.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear. The employee is regularly required to reach with hands and arms, stoop, kneel, crouch or crawl. The employee is occasionally/regularly required to lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to wet or humid conditions (non-weather), works near moving mechanical parts, may be exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold (non-weather), extreme heat (non-weather) conditions, runs the risk of electrical shock and may be exposed to vibration.

The noise level in the work environment is usually moderate/loud/very loud.



ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION: Guest Services

I have received a copy of the Job Description and have read and understood its contents.

Employee Name (Please Print)

Date

Signature