Granite Gorge Mountain Park

Job Description

Department: Base Area Operations
Title: Rental Technician
Reports To: Base Area Manager
FLSA Status: Non-exempt
Job Type: Seasonal

Job Overview: As a Ski Rental Technician at Granite Gorge Mountain Park, you will be responsible for assisting guests with the rental and fitting of ski equipment. This position requires excellent customer service skills, technical knowledge of ski/snowboard equipment, and the ability to work in a fast-paced winter sports environment.

Responsibilities:

1. Customer Service:

- Greet and assist customers in a friendly and professional manner.
- Provide information on available rental equipment and help customers choose appropriate gear based on their skill level and preferences.
- Address customer inquiries and concerns regarding equipment.

2. Equipment Rental and Fitting:

- Conduct rental transactions, including collecting necessary information and processing paperwork.
- Properly fit guests with ski boots, skis, poles, and other necessary equipment.
- Adjust and test equipment to ensure it meets safety and performance standards.

3. Maintenance and Repairs:

- Perform basic maintenance on rental equipment, such as waxing, tuning, and adjustments.
- Identify and report any equipment that requires more extensive repairs to the Base Area Manager.

4. Inventory Management:

- Monitor and manage all rental inventory.
- Keep track of equipment availability and ensure proper stock levels.

5. Safety Compliance:

- Enforce safety protocols and guidelines for equipment use.
- Educate customers on safe skiing practices and equipment care.

6. Team Collaboration:

- Work collaboratively with other rental technicians, ski instructors, and staff members.
- Communicate effectively with colleagues to ensure a smooth rental process.

Computer Skills:

- Microsoft Office including Outlook

Education/Experience:

- Knowledge and understanding of skiing and snowboarding. Experienced skiers and snowboarders preferred.
- Previous customer facing customer service work experience in a retail or other similar environment

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 function*s.

While performing the duties of this job, the employee is frequently required to lift and/or move up to 25 pounds and occasionally required to lift and/or move up to 60 pounds unassisted. The employee is regularly required to walk, use hands, reach with hands or arms, bend, twist, stoop, kneel, crouch, crawl, talk, hear and stand and sit for long periods of time. 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 extreme inclement weather conditions, wet or humid conditions (non-weather), works near moving mechanical parts, works in high precarious places, may be exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold (non-weather), extreme heat (non-weather), runs the risk of electrical shock and may be exposed to vibration and will be required to work in extreme weather conditions with rapidly changing environments.

The noise level in the work environment is usually loud.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

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

_____ _____

Employee Name (Please Print) Date

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Employee Signature