

WORK HARD

PLAY HARDER

RENTAL ATTENDANT

DEPARTMENT: Rentals

REPORTS TO: Rentals Supervisor or Assistant Manager

CLASSIFICATION: Full and Part Time Seasonal

This position is to assist the guest in the set up of their ski or snowboard equipment. This includes choosing the correct equipment for the guest based on the guest's level of ability. This includes informing the guest of activities or special events across the resort as well as any other resort information the guest may require.

PRIMARY RESPONSIBILITIES

- To provide a high quality experience and presentation for the guest by selecting rental equipment that will best fit their needs based on their level of ability.
- Providing the guest with the proper product knowledge based on the equipment issued to them.
- Set equipment for the guest based on the guest's height, weight and ability.
- Inform the guest of how to operate the equipment as well as any other resort information the guest may require.
- Ensure all rental liability forms are signed by both the guest and technician.
- Maintain the cleanliness of the shop and proper return and storage of all equipment.
- Perform any other duties as assigned by the rental supervisor or team leader.

QUALIFICATIONS

- Ability to lift 20 kilos and stand for long periods of time
- Available to work with co-workers in a cooperative, friendly manner
- Must be customer service oriented, friendly and outgoing
- Excellent attendance record
- Ability to multi task and prioritize work
- Ability to remain calm in a fast paced environment
- Basic Computer skills
- Available to work weekends, evenings and holidays
- Must achieve an 80% or higher on rental exam as well as binding manufacturer exam.

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