

Bigrock Mountain

Job Description and Requirements

Rental Shop Technician

The Rental Shop Technician is responsible for all aspects of rental shop operation including, but not limited to:
Fitting of equipment to skiers/boarders of all different ages and ability levels, according to industry standards.
Set-up and adjustment of all bindings to required levels according to manufacturer recommendations. Inspection of all such equipment (including helmets) for damage or defects both before and after use, and the proper cleaning and sanitizing of rental equipment. The attendant will collect customer information and make sure it is recorded properly on the rental forms for legal purposes.

Many of the rentals will be pre booked, therefore set-up will happen before the guest arrives so a timely arrival at the worksite is critical.

This is a customer oriented job, sometimes conducted at a very fast pace, so the attendant should be able to maintain a focus on the technical aspects of the operation as well as good customer relations, so friendly professional attitude goes a long way toward making a satisfied customer.

Requirements

Technician will have received documented training and demonstrates the ability to set up and adjust skiing/boarding equipment to industry specifications according to the customer information provided, and communication of its safe use if necessary.

Must demonstrate a knowledge of the proper fitting of boots and helmets for guest comfort and safety.

Should be able to communicate with the ski school to schedule lessons or direct customers to where a pre-arranged lesson will be conducted.

Shall obtain daily knowledge of conditions so to answer questions regarding the ski area from customers who aren't familiar with the current operation, conditions, etc.

Keep the shop clean and picked up to present a favorable atmosphere. Also to make sure entrance and exits are safe, unobstructed, and free of ice and snow (this means shoveling off decks and steps).

Perform other tasks that may be required by management.

Expectations of Bigrock Mountain:

Arrive each day at the scheduled time required by your supervisor.

Dress appropriately for the work involved (you will be working with wet equipment).

Communicate effectively by two-way radio with management, maintenance, and ski patrol.

Be professional yet "customer oriented". This is a retail position, *You are the face of Bigrock.*

Be focused on setting the equipment up properly, the safety of the guest depends on it.

Work a relatively fast pace without distraction from customer (1) safety or (2) satisfaction (*in that order*).

Complete, and file daily, all rental paperwork with dates and signatures that are in order.

Be able to occasionally lift and move up to 25lbs.

Perform other tasks that may be required by management.

Education: High School or GED equivalent desired

Experience: Previous skiing or ski area experience helpful