

**Rental Technician Job Description**  
**Terry Peak Ski Area**  
**Lead, SD 57754**

**Job Summary:**

Customers will have pre-paid for their rental equipment; their information will be stored on the RFID card that the rental technician scans. Technicians will need to have limited computer skills to process customers rental orders. Since technicians works directly with guests, good customer services skills are required.

**Job Requirements:**

- Education: High School Level.
- Certification for helmet rental (online).
- Certification for all rental technicians required (in house training).
- Must have reliable transportation and be able to work weekends and holidays.
- Treat our guests as you would expect to be treated.
- Prompt arrival at your scheduled time is required.

**Duties Include:**

- Greet the guests and explain the rental process.
- Fitting rental boots for skiing and snowboarding is the most important part of the rental assignment process.
  - Rental boots must be fit properly for customers to enjoy their time on the snow.
- Set ski bindings according to the customer's profile.
  - If the information in the profile doesn't seem correct, the technician must ask appropriate questions to ensure proper setting are made.
- Offer locker rentals and help fit helmets for daily rental.
- Emphasize return procedure by using the customers RFID card.
- All Gear inspections, waxing and cleaning daily.
- Provide assistance on snowboard parts, sales and installation.

**Maintaining Customer Relations:**

- Reflect strong customer relation attitude.
- Verbal contact with people is essential. Must be able to ask questions, give instructions, & directions, as well as being able to question guests in a positive manner.
- Be able to deal with a variety of situations that arise daily. Based on performance, supervising activities could be assigned.
- Maintain a basic knowledge of the general information about Terry Peak or be able to direct the customer as to where they need to go to answer their questions.

**Working Conditions:**

Rental Technician is primarily an indoor position dealing directly with the public. In the mornings the Rental Department can be very busy especially on weekend and holidays, therefore arriving on time is essential. At the end of the shift technicians are very busy checking in equipment and returning it to its place for the next business day. Uniforms are provided by Terry Peak and must be worn when on duty. **Employee smoking is allowed only in designated areas.**

Part/Full-Time Seasonal Position