

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 must have limited computer skills to process customers' rental orders. Since technicians work directly with guests, good customer service 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 essential to the rental assignment process.
 - Rental boots must be appropriately fit 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 settings are made.
- Offer locker rentals and help fit helmets for daily rental.
- Emphasize the return procedure by using the customer's RFID card.
- All Gear inspections, waxing, and cleaning daily.
- Assist with snowboard parts, sales, and installation.

Maintaining Customer Relations:

- Reflect a strong customer relation attitude.
- Verbal contact with people is essential. Must be able to ask questions, give instructions, & directions, as well as be able to question guests positively.
- 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 direct the customer 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 weekends 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. Terry Peak provides uniforms that must be worn when on duty. Understand that helping in other departments when needed may be necessary. Adhere to company Policies as described in the Employee Handbook.

Part/Full-Time Seasonal Position