



rabbit hill
snow resort

Job Description

Title

Rental Shop Technician

Reports To

Rental Shop Supervisors and Manager

Summary

The role of the Rental Shop Technician is to safely outfit our guests with equipment. You will provide exceptional customer service to ensure our guests have an enjoyable experience. Your team will support you with training and ongoing coaching to help you succeed.

Job Duties

- Actively participate in Rental Shop training
- Follow Rabbit Hill COVID-19 protocols and utilize PPE (ie. Masks, gloves, sanitizer) when required
- Obtain alpine binding certifications, if 16 years and older
- Always maintain safe and unobstructed work areas, including the outside areas of the building
- Participate in the daily cleaning
- Complete sale transactions and balance end-of-day cash reports
- Assist guests with the appropriate paperwork to ensure proper completion
- Safely fit and adjust rental equipment
- Carry out regular inspections of the rental fleet
- Assist with the tuning and repairs of the rental fleet
- Participate in regular feedback with your management team
- Contribute to weekly safety meetings
- Work together with the Rental Shop team to create an inclusive, supportive and professional environment

- Build positive working relationships with all departments and staff at Rabbit Hill Snow Resort
- Assisting in other departments when needed
- Other duties as required

Requirements

- Familiarity with COVID-19 protocols
- Practice healthy hygiene (ie. Proper handwashing, coughing/sneezing etiquette)
- Team player
- A passion for winter
- Strong communication skills
- Positive attitude
- Willingness to learn
- Safety oriented work ethic
- Completion of, or currently attaining, a high school diploma or equivalent
- Must have own, reliable transportation

Working Conditions

- Face-to-face interactions with the general public
- Less than 2m of physical distancing in areas with guests and teammates
- Mask and glove use when required
- Must be able to walk and stand for up to 5 consecutive hours
- Manual dexterity and fitness to work with hand tools for up to 5 consecutive hours
- Waist level lifting requirements of up to 50lbs on a constant basis
- Above shoulder lifting and front carry requirements of up to 20lbs on a frequent basis
- Forward bending and trunk rotation requirements on a frequent basis
- Completing outdoor tasks in inclement weather
- Must be able to commit to a regular schedule from November to March, including evenings, weekends and holidays

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