

Batawa SKI HILL

Employer	Batawa Community Sports Inc (Batawa Ski Hill)
Title	Rental Shop Technician
Status	Seasonal
Department	Rentals
Report to	Administration Manager

JOB SUMMARY

Rental Shop Technician is a seasonal position. Responsible for ensuring 100% guest satisfaction from the moment a guest arrives at Batawa Ski Hill. You will serve as a main point of contact for guests. A pleasant attitude and excellent customer service skills is a must. You will also be responsible for supplying properly fitted equipment to guests. May need to lift 10+ pounds.

DUTIES

- Service and repair rental equipment according to established guidelines
- Ensure rental forms are completed accurately and signed off by a renter or guardian
- Fit bindings and rental equipment for guests according to sizing charts and manufacturer's specifications
- Interact with guests while they navigate the equipment rental process, including answering questions, educating on fit and safe use of equipment as well as current industry standards
- Receive and reshelve rental equipment as it is returned
- Identify and report broken equipment
- Inventory equipment weekly
- Prioritize work orders in an expedient manner
- Adhere to health and safety procedures while using tools and equipment
- Maintain organization, cleanliness and abide by H&S standards
- Use of hand tools; screw drivers, power tools, irons, and wax
- Adhere to Batawa Ski Hill policies and procedures
- Waxing and basic tuning of customer equipment
- Cleaning of guest services and rentals area (vacuuming, removing garbage, wiping counters, etc.)
- Other duties as assigned by supervisor or management

ESSENTIAL SKILLS

- Able to work independently, prioritize and multitask
- Great customer service skills, verbal, and written skills
- Demonstrate problem solving skills and ability to project a positive attitude over the telephone and in person
- Able to work all shifts and flexible schedules including weekends and holidays
- Experience with basic service tools
- Comfortable with and able to use digital software for rental equipment management
- Ski and snowboard knowledge is preferred
- Strong work ethic and commitment to excellence

- Knowledge of emergency procedures
- High School diploma or working towards diploma
- Always demonstrates a professional image through appearance and uniform dress
- Successful completion of training/tests (WHMIS, online Safety Awareness Training, or other department requirements)

WORKING CONDITIONS AND HAZARDS

- Fluctuates between fast-paced and slow-paced
- Periods of significant amount of lifting/carrying/standing/bending/walking
- Brief periods of exposure to cold weather
- Equipment tuning can involve hazards associated with the use of heavy machinery, power tools and/or hot wax
- Rental equipment can be heavy with points and sharp edges; buckles and bindings have potential pinch points

Batawa Ski Hill works to ensure the highest level of employee training specific to the requirements of the job; working alongside employees to ensure their confidence and provide a safe and secure workplace for all.

APPLICATION PROCESS

Complete online application form and upload your resume at [Online Employment Application](#) (link can also be found on our website under Employment)