

# Custom Boot Fitter – Seasonal

This position requires extensive customer interaction. Our boot fitters operate on the front lines and should be well-spoken, knowledgeable, patient and friendly. All boot fitters are responsible for recommending appropriate ski boots based on customer's needs, biomechanics, and abilities. The Powder House Ski Shops custom fit every boot that we sell: Boot fitters will mold liners, modify shells, create custom insoles, and adjust alignment. They will also help customers identify problem areas and provide our custom fit services to enhance their current boot fit. There will also be responsibilities in other parts of the shop such as assisting in the rental and retail areas.

## **Daily Responsibilities:**

- Acknowledge customers quickly and courteously.
- Provide friendly customer service by responding to their questions and recognizing their needs.
- Perform a biomechanical assessment in order to make appropriate new boot recommendations.
- Help customers address problematic fit areas in their existing boots.
- Utilize custom boot fit tools and services to enhance both fit and performance in new and existing boots.
- Educate customers about the importance of a properly fit boot and the benefits of a custom insole.
- Utilize the tools and training provided by the Powder House Ski Shops to develop selling and customer service skills, establish long-term customer relationships, and to increase sales.
- Keep current on new technologies and industry developments as relates to ski boots and boot fitting.
- Adhere to safety procedures regarding the use of tools and equipment.
- Function as a ski rental technician when not fitting boots.
- Assist in store opening and closing procedures; including snow removal (if necessary.)
- Vacuum, sweep floors, and empty all trash each day.
- Maintain store image by adhering to the dress and appearance guidelines.
- Perform other duties as assigned.

## **Physical Requirements:**

- Continually able to stand/walk for extended periods of time.
- Continually able to reach overhead, bend, squat, kneel, and carry products.
- Must display excellent manual dexterity.
- Continually able to walk up and down staircase, carrying boxes, product, and other necessary store related items.

- Ability to properly fit boots to bindings and adjust bindings to correct tension.
- Ability to regularly perform store maintenance items: sweep, vacuum, empty trash, clean.
- Ability to safely lift boxes up to 55 lbs.

**Minimum Qualifications:**

- *Patience when dealing with customers is of the utmost importance.*
- Must be somewhat technically and mechanically minded.
- Must be comfortable using both hand and power tools.
- Must possess a willingness to learn.
- Ability to effectively work with team.
- Displays excellent attention to detail.
- Effective communication skills.
- Excellent organizational skills.
- Accuracy with money handling and register use.
- A passion for winter mountain sports; ski or snowboard experience preferred, but not necessary.
- Industry specific product expertise preferred but not necessary. We will provide product education and training.

**Other Information:**

Shop hours are 8:00am – 6:00pm everyday. We are open seasonally as long as the ski season permits, including all holidays. Due to the nature of Little Cottonwood Canyon we will occasionally be “interlodged,” a time when the canyon closes due to avalanche danger. During such a time employees may be required to stay over night in Alta. This may also occur when employees are not in the canyon. Every consideration will be made to avoid making employees drive up canyon, however, if necessary employees will be expected to make their way up the canyon before the road closes, unless road conditions prevent them from safely doing so.