

Ski Rental Technician – Seasonal

This position requires extensive customer interaction. Our ski techs operate on the front lines and should be fun, friendly and courteous. They are responsible for assisting in ski/boot selection by listening to customer needs, providing accurate product information, and making ability appropriate recommendations. Our ski techs are known for their expertise and elite level of customer service. Establishing this reputation and building lasting relationships with customers is a key function of all of our ski rental technician positions.

Daily Responsibilities:

- Acknowledge customers quickly and courteously.
- Provide friendly customer service by responding to their questions and recognizing their needs.
- Assist in gear selection by determining customer needs, and providing product expertise.
- Comply with all industry procedures for adjusting and maintaining rental equipment.
- Complete necessary documentation and paperwork neatly and accurately.
- Adhere to safety procedures regarding use of tools and equipment.
- Maintain rental equipment in good condition.
- Cooperate and assist other departments as needed.
- Utilize the tools and training provided by the Powder House Ski Shops to develop selling and service skills, establish long-term customer relationships, and to increase sales.
- Increase the customer base by adding new customers to the mailing list.
- Maintain a positive and cheerful attitude at all times.
- Answer phone calls, direct calls to correct personnel and apply the same standards of service and courtesy.
- Operate the cash register; it should be each employee's goal to use the register without error and to be consistently accurate in money handling.
- Assist in store opening and closing procedures; including snow removal (if necessary.)
- Keep rental/demo shop clean and organized at all times.
- 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.
- Ability to properly fit boots to bindings and adjust bindings to correct tension.
- Continually able to reach overhead, bend, squat, kneel, and carry products.

- Continually able to walk up and down staircase, carrying boxes, product, and other necessary store related items.
- Ability to regularly perform store maintenance items: sweep, vacuum, empty trash, clean.
- Ability to safely lift boxes up to 55 lbs.

Minimum Qualifications:

- Must possess a willingness to learn.
- Ability to effectively work with team.
- Self-Motivated.
- 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.