Rental Shop Department Manager - 40

Do you enjoy interacting with guests, solving problems, working with technology, and providing exceptional service? Our Rental Shop Department has a variety of opportunities.

All positions within the department require the following abilities:

**Math and Cash Handling Skills:** Must be able to perform necessary arithmetic operations to solve math problems quickly and correctly including adding, subtracting, dividing, & multiplying that pertain to cash handling, making change, balancing till, and accounting for vouchers, coupons, and receipts.

**Integrity:** Always demonstrates responsible and honest behavior in tasks and job duties. Transparency is required.

**Dependability:** Arrives to workstation on time, in uniform, and ready to work when scheduled for each shift and after breaks, and meals. Must have reliable transportation

**Mountain Ambassadors:** Demonstrates understanding and respect for people of all backgrounds. Actively seeks out and maintains positive working relationships with co-workers; effectively handling interpersonal conflict.

**Physical Demands:** Walk and/or stand for up to 5 hours at a time. Lift and carry 50 pounds. Bend and stoop while serving guests. Move about facility and stand for long periods of time. Ability to withstand cold temperatures with guests entering and leaving building and opening doors frequently causing drafts. Ability to work in interior offices which may be musty and/or dusty. Ability to take care with office tools and equipment which can have sharp edges. Ability to move carefully through pathways and walkways in and out of buildings which may be icy and/or have high snowdrifts.

**Industry Specific Skills:**

- Must be 18 years old or older
- Communicate with guests in a professional and accurate manner and facilitate communication with staff and guests
- Use POS to enter sales and appropriate discounts as needed
- Receive accurate payments via cash, check, and card.
- Return accurate change and tills
- Keep workstation organized
- Willing to learn new systems and provide internal guidance
- Be an advocate for the mountain and assist guests in purchasing the correct products including upsells
- Fit Boots for guests and record inventory in use per system guidelines
- Fit helmets, bindings, skis, snowboards, and all equipment properly
- Obtain certifications for proper fitting of gear for all rentals
- Excellent conflict resolution and communication skills. Refer to management as needed.
- Responsible for opening or closing
- Direct staff and guests on processes and provide support
- Communicate with management all issues and/or areas of interest.
- Schedule department and ensure proper budget of hours including ride breaks
- Provide support for reporting
- Ensure proper care and storage of all rental property

**Starting Wage:** $20.00 + Benefits*

**Benefits Summary:** Seasonal employees receive a Season Pass, Discounted passes for spouses and dependents, Ski free at other mountains with Ski Area Employee Exchange Program, free group lessons for you and dependents (based on availability), Discounts on Rentals and Repairs, Retail discounts, Food and beverage discounts, sick leave. Additional benefits for returning employees. Detailed benefit explanation available.

**About Mt. Spokane Ski & Snowboard Park**

Mt. Spokane is more than just a favorite regional ski area with 1,700+ acres, seven lifts, and 52 fantastic runs. On this mountain, you’re part of something special. A community. A family. When you are here, you feel at home. No matter if you are staff or a season passholder, we are all brought together by the love for this singular place.

We strive to provide an exceptional family mountain experience to both our guests and our staff. As a team, we deliver infuse the mountain lifestyle in every experience. Join the team at Mt. Spokane Ski & Snowboard Park.

Mission Statement: Delivering lifelong mountain experiences for generations to come. Submit resume and application (www.mtspokane.com/employment) to annarosa@mtspokane.com