

# RENTAL TECHNICIAN

A rental technician is responsible for outfitting guests with rental equipment and explaining its safe use. These folks are outgoing, fun and customer oriented. They play a key role in making sure that guests' experiences are exceptional and ensuring that these guests come back again and again.

## Responsibilities:

- Greet guests as they enter the rental shop area
- Ensure that guests accurately complete rental forms
- Find the proper boot fit for each customer to create positive slope experiences
- Recommend ski/board length and make sure bindings are set correctly for skill level
- Provide resort information to the guests
- Check returned rentals for damage
- Maintain cleanliness of the shop and proper storage of all equipment

## Knowledge, Skills and Abilities:

- Strong customer service skills
- Must be approachable, dependable and a strong team player
- Must be able to deal with people of various ages with animation and with patience

## Possible Future Career Paths:

- Rental Lead Hand
- Rental Supervisor
- Transfer to any of the other departments/careers on the mountain