



Rentals Supervisor Job Description

DEPARTMENT: Rentals
REPORTS TO: Rentals Manager
DATE APPROVED: 8/15/2025
WAGE RANGE: \$25.70-\$27.20 per hour (DOE)

FLSA STATUS: Non-Exempt
STATUS: Full Time Seasonal
APPROVED BY: Tami Thornton

POSITION SUMMARY

The Rental Supervisor is responsible for overseeing rental operations to ensure a high-quality experience for guests. This role requires strong organizational skills, efficient management, and preparing a staff of well-trained technicians who prioritize guest experience. The supervisor must possess technical expertise in winter sports equipment and stay current with industry products and trends. Additionally, this position is responsible for upholding the quality and safety standards of the rental fleet. As a guest-focused organization that serves as a point of entry for the mountain experience, each employee plays a crucial role in attracting and retaining guests. The ideal candidate takes the initiative and demonstrates a strong work ethic that produces results and maximizes the guest experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended as general illustrations of the work in this classification and are not all-inclusive of the specific position.

- Through attracting and retaining top talent you will ensure that the Rental Shop is properly staffed according to customer needs
- Train Rental Shop Employees on the use of tech stations to fit equipment and adjust bindings per manufacturer specifications and best practices producing a fun and safe day on the snow for guests
- Prioritize and assign employees various Rental Shop tasks such as inventory management, cleaning, and special projects
- Handle escalated guest complaints and special requests effectively
- Responsible for daily inventory and sales reporting to maximize revenue and reduce shrink
- Input, monitor and manage payroll data accurately controlling labor costs
- Maintain an organized system for retaining accident documentation and release of liability forms
- Demonstrate excellent communication skills with employees and guests at all levels both verbally and in writing
- Ensure compliance with all safety protocols and equipment manufacturer guidelines
- Coordinate with other departments to optimize guest flow and experience
- Conduct regular performance evaluations and provide ongoing feedback to staff
- Manage rental equipment maintenance schedules and coordinate repairs
- Oversee opening and closing procedures for rental operations
- Perform other duties as assigned

QUALIFICATIONS

Required Qualifications

- Ability to directly supervise up to 25 employees in the Rental Shop(s)
- Strong leadership and people-management skills
- Exceptional communication and organizational abilities
- Ability to carry out supervisory responsibilities in accordance with organizational policies and applicable laws producing excellent employee experience at the Summit



- Responsibilities include interviewing, hiring, and training employees, as well as planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems
- Must be 18 years or older
- Certification by binding manufacturers through The Summit at Snoqualmie is required within 7 days of starting
- Certification from U.S. binding companies (e.g., Marker, Salomon, Look, Tyrolia) must be obtained within the first 14 days of employment

Preferred Qualifications

- Familiarity with rental software such as RTP, UKG, as well as Microsoft Office tools
- Experience using UKG, Office 365, Teams and other basic computer software
- Previous experience in ski/snowboard equipment and rental operations
- Knowledge of current winter sports equipment trends and technology

EDUCATION and/or EXPERIENCE

High school diploma or equivalent required. College coursework in business management is preferred with minimum of two years of related experience and/or training, or an equivalent combination of education and experience. Leadership or supervisory experience in a related field is essential. Experience in customer service, retail operations, or hospitality industry is highly valued. Technical knowledge of winter sports equipment including skis, snowboards, boots, and bindings is preferred but training will be provided for qualified candidates.

How You'll Succeed

At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

To be more specific in this role you will:

1. **Long Term Thinking** – Implement scalable processes and training programs that improve safety, service, and operational efficiency across future seasons.
2. **Excellence in Execution** – Deliver a consistent and seamless rental experience for every guest through organized operations, high equipment standards, and engaged team members.
3. **Attitude is Everything** – Lead with optimism, adaptability, and professionalism—especially during peak periods and high-stress moments.
4. **Develop Great People** – Mentor your team to ensure growth, confidence, and return seasonal staff through supportive leadership and clear expectations.
5. **Serve First** – Support your team so they can deliver exceptional service to our guests with confidence and clarity.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear and stand for extended periods. The employee frequently walks, uses hands to handle equipment, and reaches with arms. The employee occasionally sits, climbs or balances, stoops, kneels, crouches, or crawls. The employee must regularly lift and/or move up to 10 pounds, frequently lift up to 50 pounds, and occasionally lift up to 100 pounds. Working outdoors to shovel and clear walkways and entrances may be required. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Activity Requirements:

- Standing/Walking - constantly: Extended periods on feet throughout shift in retail environment



- Equipment handling - frequently: Regular lifting, carrying, and maneuvering skis, snowboards, boots and related equipment
- Customer interaction - constantly: Face-to-face communication and assistance with guests throughout the day
- Computer operation - regularly: Daily use of rental software systems and point-of-sale equipment
- Equipment maintenance - daily: Cleaning, organizing, and basic maintenance of rental fleet
- Heavy lifting - occasionally: Moving inventory, equipment racks, and seasonal setup/breakdown activities
- Snow removal - as needed: Clearing walkways and entrances during weather events

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions typical of ski resort operations. The employee is occasionally exposed to moving mechanical parts, high precarious places, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, and risks of electrical shock. The noise level in the work environment is usually moderate but can become loud during peak operational periods. Work is performed primarily indoors in heated rental facilities, though outdoor work may be required for equipment transport, snow removal, or coordination with other departments during various weather conditions.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

Equal Opportunity Employer

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (*all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summit90.com to request accommodations during the application process.