



Rental Technician Job Description

DEPARTMENT:	Rentals	FLSA STATUS:	Non-Exempt
REPORTS TO:	Rentals Supervisor	STATUS:	Seasonal
Date Approved	10/12/2024	APPROVED BY:	Tami Thornton

POSITION SUMMARY

The Rental Technician is responsible for fitting and renting boots, skis, and snowboards—all with a welcoming smile and a focus on guest satisfaction. This role ensures every guest is properly equipped for a safe and fun experience on the mountain. Technicians use the rental shop's scanning system to check equipment in and out, helping maintain accurate inventory and efficient gear management. They also answer guest questions and provide helpful information about The Summit and its base areas.

As part of a guest-focused team, this position plays a critical role in creating positive first impressions and lasting memories. The ideal candidate is proactive, detail-oriented, and committed to getting the job done right—whether it's helping a guest with gear, assisting a teammate, or jumping into a task that needs attention. In this role, there's no such thing as "not my job."

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.

- Provide personalized boot fitting, binding settings, and fit skis and snowboards for customers
- Demonstrate to the customer how the bindings work.
- Must kneel and stand repeatedly while boot fitting and assisting guests with equipment.
- Perform general maintenance and repair on equipment.
- Complete daily opening, cleaning, and closing duties as assigned
- Handle questions and concerns from customers.
- Encourage a positive atmosphere in the rental shop for guests and employees alike. Welcome everyone with a smile!
- Work as fast, yet as safely as possible during peak hours.
- Flexible working hours. Some job sharing may be required.
- Ensure our guests' safety by strict attention to detail and properly repair and adjust equipment.
- Answer questions about ski/snowboard equipment.
- Exceed Rental Shop goals and standards through integrity and teamwork.
- Provides superior service to all internal and external customers.
- Greets customers and determines their needs.
- Adjusts and test bindings.
- Possess basic computer skills, in particular daily inventory management (involving scanning equipment in and out)



- Maintain a clean, inviting and visually pleasing Shop
- Shovel snow around the rental building as needed.
- Uniform and name tags must be worn at all times.
- Other duties as assigned.

QUALIFICATIONS

- Must be at least 18 years old
- Have basic computer skills
- Multitasking and guest service skills
- Daily inventory management experience

EDUCATION and/or EXPERIENCE

High school education or equivalent; or up to one month related experience or training; or equivalent combination of education and experience.

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** –Support the continuous improvement of ski rental procedures and guest flow processes to minimize wait times and enhance the overall rental experience, contributing to smoother and more efficient operations season after season.
2. **Excellence in Execution** – Deliver a consistent and seamless rental experience for every guest through organized operations, high equipment standards, and engaged upbeat team members.
3. **Attitude is Everything** – Lead with optimism, adaptability, and professionalism—especially during peak periods and high-stress moments.
4. **Develop Great People** – Share fitting and binding adjustment tips with new team members to help them grow and keep service standards high long-term.
5. **Serve First** – Prioritize the needs of customers by actively listening, offering personalized recommendations, and ensuring every renter feels valued and appreciated.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. Must have the ability to stand for long periods of time. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is required to sit; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Activity Requirements:**

Standing – Constantly
Walking – Often
Sitting – Rarely
Carrying – Often
Pushing/Pulling – Often
Bending/Stooping – Often
Reaching – Constantly
Climbing (stairs/ladders) – Occasionally
Keyboarding/Computer Use – Occasionally
Working Outdoors (in cold weather) – Occasionally
Working Indoors – Constantly
Interaction with Customers/Guests – Frequently

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; and risk of electrical shock. The noise level in the work environment is usually moderate.

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@summiti90.com to request accommodations during the application process.