



Rental Check-In Agent Job Description

DEPARTMENT: Rentals
REPORTS TO: Rentals Supervisor
DATE APPROVED: 10/12/2024

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

POSITION SUMMARY

The Rental Check In Agent is the first person the guest sees when they walk in the rental shop. They are welcoming and provide helpful details about the rental check-in process and offer additional upgrades. They process online reservations as well as walk up sales and repair services. Provide information to guests about rental products, processes and lessons. As a customer focused organization, a crucial part of each employee's job is to get and keep guests. Provides general information to the guests about The Summit and The Base Area. Takes initiative to get any and all jobs completed accurately and proficiently and is someone who doesn't understand the term "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.

- Process rental transactions, reservations, discounts and returns.
- Ensure all rental agreements and forms are filled out and signed correctly.
- Provide guests with information about rental products, repair services and base area.
- Follow all company standards in regard to paperwork, reporting and loss prevention standards.
- Answer rental shop phones courteously and professionally.
- Call for additional assistance if a line develops in the shop to ensure proper guest satisfaction.
- Possess basic computer skills, in particular daily inventory management (involving scanning equipment in and out)
- Look the part and play the part! Manner, spirit and enthusiasm!
- Wearing name tag and uniform at times while working.
- Create a safe, convenient, and fun outdoor escape for all.
- Maintain a clean, inviting and visually pleasing Shop
- Complete daily opening, cleaning, and closing duties as assigned
- Shoveling of snow is sometimes required.
- Other duties as assigned.

QUALIFICATIONS

- Must have basic computer skills.
- Multitasking and guest service skills.
- Previous experience in dealing with the public and providing customer service is desired.
- Previous cash handling experience is beneficial.
- Must be 18 years or older.

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.



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.

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.