



Rentals Manager Job Description

DEPARTMENT: Rentals
REPORTS TO: Rentals, Retail & Tubing Director
DATE APPROVED: 8/1/2025

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

POSITION SUMMARY

As The Summit Rental Manager, you will lead daily operations and guide our rentals team in creating a seamless, guest-first rental experience. From managing shop workflow and training a high-performing team, to overseeing inventory, maintaining equipment, and ensuring safety and brand standards, you'll play a key role in setting guests up for a successful day on the mountain.

This role is perfect for someone who thrives in a fast-paced environment, has a sharp eye for detail, and is passionate about hospitality and delivering outstanding service. Strong leadership, effective teamwork, and the ability to keep things running smoothly behind the scenes are essential to driving the success of the department.

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.

Operations Management

- Lead all daily operations of the rental shop with a focus on delivering exceptional guest experiences
- Create and implement operational procedures and staffing plans to optimize efficiency
- Oversee POS (point-of-sale) practices to ensure accuracy and accountability
- Foster a safe, clean, and inviting environment for guests and team members
- Monitor departmental performance metrics and implement improvements as needed

Team Leadership

- Recruit, train, and supervise a high-performing seasonal team of up to 30+ employees
- Conduct performance evaluations and provide ongoing coaching and development
- Create work schedules that balance operational needs with employee satisfaction
- Lead by example in demonstrating exceptional customer service standards
- Develop cross-training programs to ensure operational continuity

Equipment and Inventory Management

- Maintain proper equipment inventory and coordinate purchasing decisions
- Ensure all equipment meets safety and performance standards through regular inspections
- Train technicians on binding adjustments, boot fitting, and ski/snowboard maintenance
- Oversee equipment repairs and coordinate with vendors as needed
- Implement inventory control systems to minimize loss and maximize efficiency

Safety and Compliance

- Ensure all tech certifications are up to date and safety standards are followed
- Conduct regular safety meetings and maintain clear documentation
- Ensure compliance with manufacturer specifications and industry best practices
- Maintain organized accident documentation and incident reporting systems
- Stay current with industry safety standards and regulatory requirements

Financial and Strategic Management

- Monitor and improve departmental performance, guest feedback, and revenue targets



- Develop and manage departmental budgets and cost control measures
- Analyze rental trends and make data-driven decisions for inventory and staffing
- Collaborate with leadership on pricing strategies and promotional activities

Cross-Departmental Collaboration

- Collaborate cross-departmentally to ensure operational alignment and guest satisfaction
- Coordinate with mountain operations, guest services, and other departments
- Participate in resort-wide meetings and strategic planning initiatives
- Perform other duties as assigned

QUALIFICATIONS

Required Qualifications

- Advanced knowledge of ski/snowboard repair and boot fitting techniques
- Strong leadership and people-management skills with proven track record
- Exceptional communication and organizational abilities
- Ability to multitask effectively in a high-pressure, high-volume setting
- Commitment to safety and guest-first service culture
- Certification from U.S. binding companies (e.g., Marker, Salomon, Look, Tyrolia) must be obtained within the first 14 days of employment
- Ability to perform calmly in a fast-paced, high-stress environment
- Must be 21 years or older

Preferred Qualifications

- Familiarity with rental software such as RTP, UKG, and Vena, as well as Microsoft Office tools
- Knowledge of ski resorts and extensive working knowledge of ski and snowboard equipment
- Previous management experience in retail, hospitality, or outdoor recreation
- Fluency in a language other than English, especially Spanish, Russian, Hindi, Japanese, Cantonese, Mandarin, Urdu, Arabic, or Tagalog
- Professional skiing or snowboarding experience

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from a four-year college or university preferred; 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, with preference for candidates having managed teams of 20+ employees. Certification from U.S. binding companies (e.g., Marker, Salomon, Look, Tyrolia) is required within your first 14 days. Experience in retail management, equipment rental operations, or ski resort operations is highly valued.

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
- Team supervision - constantly: Active management and oversight of staff throughout operational hours

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