



Rental Technician

Whistler Blackcomb's mission is to create the best memories for you... again and again!

Why you'll love working in Retail/Rental:

- Split shifts and evening shifts allow for more time on the hill!
- Great team environment
- Staff deals and discounts on the latest gear
- Low-stress jobs
- Not a lot of experience? No big deal – we're here to train!

Position Status: Full Time (30-40 hours/week) Part Time (16-29 hours/week) Seasonal, Hourly
Seasonal positions can be differentiated from year round jobs as they have predefined start and end dates. These dates may vary due to seasonal business fluctuations.

Position Summary: A Rental Technician is responsible for outfitting all guests with rental equipment and explaining its safe use. The ideal candidate is outgoing, fun, and customer driven.

What you'll be doing:

- Maintain a high level of customer service at all times.
- Greet every guest that enters the Rental shop.
- Ensure that the guests accurately complete rental forms.
- Size the guests' foot and find the appropriate fitting ski or snowboard boot for that guest.
- Recommend ski or snowboard length and ensure the accurate setting of the bindings.
- Choose a pair of poles for the guest.
- Provide resort and mountain information for the guest.
- Advise guests of runs suitable for their ability level.
- Check all returned equipment for damage.
- Maintain cleanliness of shop and proper storage of all equipment.
- We are a company that works together and throughout the season; you may be required to assist other departments as needed.
- Live and work by our core values: Teamplay, Employee Experience, Striving to be the Best, Customer Loyalty, Honesty and Integrity, Community and Environment, and Playing Safely.
- Always show up on time, in uniform, and adhere to the grooming policy!

Expectations:

- Complete W.I.S.H. training and pass assessment.
- Meet minimum sales per hour targets and/or closing ratio shift standards.
- Meet store goals for guest service standards as measured by the Mystery Shopper Report.

Qualifications:

- Strong customer service skills.
- Must be approachable, dependable, and a responsible member of the team.
- Must be able to deal with young adults of various ages with animation, but also with patience.
- Previous ski industry experience is an asset.
- Previous cash handling experience is an asset.
- Proof of clear criminal record check.

Reports to: Rental Supervisor

