



Job Posting – Rental Shop Technician

Title

Rental Shop Technician

Reports To

Rental and Repair Shop Supervisor

Summary

The Rental Shop Technician will provide our customers with a high level of customer service. The Rental Shop Technician is responsible for serving customers in person and via the telephone including processing credit or debit card transactions. The Rental Shop Technician is accountable for answering customer inquiries, processing transactions, and maintaining customer satisfaction. Rental Shop Technician follows all Laurentian Ski Hill procedures and policies when providing customer service. Rental Shop Technician participates in all assigned training. Rental Shop Technician understands his/her role as brand ambassador and provides positive brand experiences to all customers.

Job Duties

- Greet customers entering establishments;
- Answer customers' questions;
- Select proper size equipment for all customers;
- Adjust all equipment following manufacturer and Laurentian Ski Hill procedures;
- Explain use of all equipment to customer;
- Return all equipment to its proper location;
- Maintain equipment as required;
- Ensure forms are filled out completely and accurately;
- Maintain clean and orderly work areas;
- Resolve customer complaints;
- Compile and maintain non-monetary reports and records;
- Provide clerical assistance in the form of typing, filing, etc;
- Follow all established company policies and procedures;
- Perform minor maintenance work including shovelling snow;
- Perform clean-up duties in bathrooms and seating area;
- Any other duties as assigned.



Requirements

- Strong customer service and troubleshooting skills
- Ski or Snowboard experience preferred
- Exceptional conflict resolution, negotiation, and objection handling skills
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to work with minimal supervision
- Effective work habits
- Excellent organizational skills
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Computer literate
- Proven data entry and typing skills
- Professional appearance and manners
- Strong work ethic and positive team attitude

Working Conditions

- Manual dexterity required to use hand tools
- Lifting or moving up to 30lbs may be required
- Work hours may be weather dependent

If you are hired, prior to your start date and as a condition of your employment, you will be required to provide proof that you are fully vaccinated against COVID-19 in accordance with Public Health guidelines or provide proof of a valid medical exemption.

Please send your resume to Karen Jones the General Manager via email at karen.jones@northbay.ca by November 25, 2021, at 5:00 p.m.