



# Job Description

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## Title

Rental Shop Cashier

## Reports To

Rental Shop Supervisors and Manager

## Wage

Part-time Cashiers: \$15 per hour to start

Full-time Cashiers: \$16 per hour to start

## Position Summary

The **Rental Shop Cashier** is responsible for completing sales transactions and paperwork while providing exceptional customer service. In this role, you will also assist the team with fitting rental equipment. This position is physically demanding and takes place in a fast-paced environment. As a front-line member of the Rabbit Hill team, you play a key role in ensuring every guest enjoys a positive and memorable experience. The role includes hands-on training, ongoing coaching, and strong teamwork in a guest-focused setting.

**Your start date and weekly schedule may be impacted by weather conditions and operational requirements. As a result, shifts may occasionally change or be canceled on short notice. While we cannot guarantee the exact number of hours you will receive, we will make every effort to provide as many as possible.**

## Key Responsibilities

- Process sales transactions accurately and efficiently.

- Assist guests with completing required paperwork, ensuring proper understanding and accuracy.
- Professionally answer guest questions, in-person and over the telephone.
- Actively participate in continuous Rental Shop training throughout the season.
- Follow Rabbit Hill's health and safety protocols, including the use of PPE when required.
- Maintain safe, clean, and unobstructed work areas, including outdoor areas around the Rental Shop.
- Participate in daily cleaning duties and contribute to an organized workspace.
- Engage in regular feedback sessions with management.
- Participate in safety meetings and contribute to a safety-first work culture.
- Work collaboratively with the Rental Shop team to foster an inclusive, supportive, and professional environment.
- Safely fit and adjust rental equipment for guests based on their individual needs.
- Conduct regular inspections of rental equipment to ensure safety and proper maintenance.
- Build positive working relationships with staff across all departments at Rabbit Hill.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, teamwork, and guest interactions.
- Opportunity to obtain on-the-job alpine binding certifications, for those interested.
- Perform other duties as assigned.
- Support other departments when needed.

## Requirements

- Previous experience with cash handling is required.
- Must be physically fit.
- A passion for winter sports and delivering excellent guest service.
- Positive attitude, especially in challenging and high-pressure situations.
- Must be at least 17 years old.
- Strong safety-oriented work ethic.
- Willingness to be coached and learn continuously.
- Ability to complete tasks independently with minimal supervision.
- Commitment to practicing healthy hygiene and maintaining a professional appearance.
- Reliable transportation to and from Rabbit Hill.
- Flexible availability from November to March, including evenings, weekends, and holidays.
- Completion of, or currently enrolled in, a high school diploma or equivalent.

## Working Conditions

- Continuous computer use while standing.
- Frequent close contact with guests and team members.
- PPE use required when applicable.
- Continuous repetitive strain involving shoulders, back, arms, and hands.
- Ability to stand and walk on cement floors for up to 5 consecutive hours.
- Manual dexterity for using hand tools for intermittent periods.
- Frequent waist-level lifting up to 50 lbs.; overhead lifting and front carrying up to 20 lbs.
- Frequent forward bending and trunk rotation.
- Occasional outdoor work, especially in inclement weather conditions.