



Rental Shop Daytime Supervisor Job Description

Title

Rental Shop Daytime Supervisor

Reports To

Rental Shop Manager

Wage

Starting at \$18 per hour

Position Summary

The **Rental Shop Daytime Supervisor** plays a vital leadership role in supporting the Rental Shop team and ensuring guests receive outstanding service. This is a physically demanding job, in a fast-paced work environment. The Daytime Supervisor provides administrative support and continuous coaching, to ensure all Rabbit Hill staff are following established policies, procedures, and service standards.

Key Responsibilities

- Maintain a high level of professionalism, customer service, and confidentiality in all guest and staff interactions.
- Collaborate with the Rental Shop Manager to maintain policies and procedures that promote efficient, high-quality service.
- Create and manage documents in Excel and Word. Use Outlook for professional communication and departmental calendar updates.
- Perform data entry and updates in the fleet inventory database.
- Become proficient in Paradox Mountain Software; train staff and troubleshoot both software and hardware issues.

- Lead safety meetings, selecting topics, and ensuring follow-up actions are completed.
- Train staff on Rabbit Hill's health and safety protocols, including the use of PPE when required.
- Ensure all Rental Shop paperwork is completed accurately, securely stored, and submitted on time.
- Build and maintain positive working relationships with all Rabbit Hill departments and staff.
- Monitor staffing levels to ensure operational efficiency without overstaffing.
- Obtain on-the-job alpine binding certifications for both rental and public equipment.
- Actively engage in daily operations, working alongside frontline staff to support the team.
- Provide continuous coaching, hands-on training, and mentoring to staff, including those cross-trained from other departments.
- Deliver constructive feedback on staff performance, recognizing achievements, and addressing areas for improvement.
- Work with the Back Shop team to support regular inspection and maintenance of the rental fleet.
- Model efficient workflow processes and ensure all work areas, including exterior spaces, remain safe, clean, and unobstructed.
- Verify cash float security and perform end-of-day cashouts with accuracy.
- Oversee daily cleaning duties in the Rental Shop.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, leadership, and guest interactions.
- Perform other duties as required to support shop operations and guest service.

Requirements

- Must be physically fit.
- Passion for winter sports and delivering exceptional guest service.
- Positive attitude with the ability to remain calm and professional in challenging situations.
- Must be at least 18 years old.
- Previous supervisory experience, preferably in a fast-paced customer service environment.
- Strong communication skills, both verbal and written.
- Proven coaching and leadership skills.
- Strong commitment to safety and proactive risk management.
- Consistent demonstration of professionalism, confidentiality, and customer service excellence.
- Proficiency with Microsoft Word, Excel, and Outlook.
- Reliable transportation to and from Rabbit Hill.
- High school diploma required; post-secondary education preferred.
- Commitment to proper hygiene and maintaining a professional appearance.
- Flexible schedule availability from November to March, including evenings, weekends, and holidays.

Working Conditions

- Schedule may change with limited notice based on weather conditions.
- Frequent close contact with guests and teammates.
- PPE usage required when applicable.
- Repetitive strain on shoulders, back, arms, and hands from manual tasks.
- Computer use while standing for extended periods.
- Ability to stand and walk on cement floors for up to 5 consecutive hours.
- Manual dexterity for hand tool use for extended periods.
- Frequent lifting at waist level (up to 50 lbs.) and overhead/front carry lifting (up to 20 lbs.).
- Regular forward bending and trunk rotation.
- Occasional outdoor work, especially during inclement weather conditions.