



# Job Description

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## Title

Rental Shop Technician

## Reports To

Rental Shop Supervisors and Manager

## Wage

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

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

## Position Summary

The **Rental Shop Technician** is responsible for safely outfitting guests with equipment while delivering exceptional customer service. This is a physically demanding job, in a fast-paced work environment. As a front-line member of the Rabbit Hill team, you help ensure every guest has a positive and memorable experience. This role includes hands-on training, continuous coaching, and teamwork in a guest-focused environment.

**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

- 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.

- Obtain on-the-job alpine binding certifications (mandatory for technicians 16 years and older).
- 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.
- Process sales transactions accurately and efficiently.
- Assist guests with completing required paperwork, ensuring proper understanding and accuracy.
- 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.
- 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.
- Build positive working relationships with staff across all departments at Rabbit Hill.
- Support other departments when needed.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, teamwork, and guest interactions.
- Perform other duties as assigned.

## Requirements

- 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 15 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

- Frequent close contact with guests and team members.
- PPE use required when applicable.
- Continuous repetitive strain involving shoulders, back, arms, and hands.
- Intermittent computer use while standing.
- Ability to stand and walk on cement floors for up to 5 consecutive hours.
- Manual dexterity for using hand tools for prolonged 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.