rabbit hill
snow resort

JOB DESCRIPTION

Rental Shop Technician

REPORTS TO	Rental Shop Supervisor
DEPARTMENT	Rental Shop
POSITION TYPE	Seasonal; Part-Time or Full-Time
WAGE	Part-Time: $15 per hour to start. Full-Time: $17.50 per hour to start.
SCHEDULE	Flexible availability November to March, including evenings, weekends, and holidays

POSITION SUMMARY

The Rental Shop Technician safely outfits guests with equipment while delivering exceptional customer service. As a front-line member of the Rabbit Hill team, the ideal candidate is guest-focused and physically up for a fast-paced role, bringing Rabbit Hill's values — Accountability, Innovation, Adaptability, Passion, and Community — into every interaction.

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.
- Alpine binding certification is mandatory for all Rental Shop Technicians, obtained on the job.
- Strong safety-oriented work ethic.
- Willingness to be coached and learn continuously.
- Able to complete tasks independently with minimal supervision.
- Commitment to proper hygiene and maintaining a clean, professional appearance.
- Completion of, or currently enrolled in, a high school diploma or equivalent.
- Be reliable and punctual — arriving late or missing a shift without notice puts real strain on your team and other departments who have to cover the gap.
- Reliable personal transportation required. Our location is not served by public transit and taxi service can be unreliable.

JOB DUTIES

- Model and promote Rabbit Hill's core values — Accountability, Innovation, Adaptability, Passion, and Community — through daily actions, teamwork, and guest interactions.
- 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.
- Actively participate in continuous Rental Shop training throughout the season.
- Participate in daily cleaning duties and contribute to an organized workspace.
- Participate in safety meetings and contribute to a safety-first work culture.
- Follow Rabbit Hill's health and safety protocols, including the proper use of PPE when required.
- Report hazards, incidents, or safety concerns to a supervisor or manager promptly.
- Wear the required uniform or Rabbit Hill logoed attire while on shift.
- Be willing to assist other departments as needed, especially during peak periods.
- Perform other duties as assigned by a supervisor or manager.

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.