

Job Description

Job Title: Rental Department Supervisor

Department: Rental

Supervisor: Area Manager

Employment Type: Winter Seasonal

Schedule: Full-Time Seasonal (Dec–Mid-March), must be available weekends and holidays

Starting Wage: \$18-\$22 (Pay will vary based on various factors including but not limited to experience, education, training, and credentials)

Status: Exempt

Job Summary:

The Rental Department Supervisor oversees the daily operations of the ski rental shop while actively participating in day-to-day rental activities. This working manager role ensures efficient service, customer satisfaction, and smooth rental operations.

Responsibilities include managing inventory, equipment maintenance and repair, staff scheduling and training, and compliance with safety and cleanliness standards, while also assisting guests with boot sizing, ski and snowboard binding adjustments, and helmet fittings.

Essential Duties and Responsibilities

- Oversee daily rental shop operations to ensure efficiency and excellent customer service
 - Assist customers with boot sizing, helmet fittings, and ski/snowboard binding adjustments
 - Manage inventory, including maintenance, repair, and proper storage of ski and snowboard equipment
 - Handle customer inquiries and resolve issues to ensure a smooth rental experience
 - Maintain a clean, organized, and safe work environment
 - Review rental transactions and update records
 - Prepare daily reports on shop operations and equipment status
 - Ensure compliance with all safety protocols and operational standards
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Supervisor Responsibilities

- Assign tasks and supervise rental staff, ensuring each team member understands responsibilities
 - Conduct staff training sessions, performance reviews, and ensure completion of required certifications
 - Schedule staff to meet projected guest volume and operational needs
 - Monitor staff performance and provide guidance, coaching, and feedback
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Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem-solving situations
- **Project Management** – Completes projects on time and on budget
- **Technical Skills** – Pursues training and development; continuously builds knowledge and skills; shares expertise
- **Customer Service** – Manages difficult situations; responds promptly; solicits feedback; meets commitments
- **Interpersonal Skills** – Solves conflict constructively; maintains confidentiality; listens effectively; keeps emotions under control
- **Oral Communication** – Speaks clearly and persuasively; participates in meetings; responds to questions
- **Written Communication** – Writes clearly and accurately; edits work; reads and interprets information
- **Teamwork** – Balances team and individual responsibilities; gives and welcomes feedback; builds morale and commitment to goals
- **Business Acumen** – Understands business implications; aligns work with strategic goals
- **Diversity** – Respects cultural differences; educates others; promotes a harassment-free environment
- **Ethics** – Works with integrity; inspires trust; upholds organizational values

- **Organizational Support** – Follows policies; completes tasks on time; supports organizational goals
 - **Judgment** – Makes sound and timely decisions; includes appropriate people in decision-making
 - **Motivation** – Sets and achieves goals; demonstrates persistence; takes calculated risks
 - **Planning/Organizing** – Prioritizes work; uses time efficiently; develops realistic action plans
 - **Professionalism** – Approaches others tactfully; reacts well under pressure; follows through on commitments
 - **Quality & Quantity** – Demonstrates accuracy; completes work efficiently; applies feedback
 - **Safety and Security** – Observes procedures; identifies hazards; reports unsafe conditions
 - **Adaptability** – Adjusts to changes; manages competing demands
 - **Attendance/Punctuality** – Consistently present and on time; ensures coverage when absent
 - **Dependability** – Takes responsibility; keeps commitments; completes tasks on time
 - **Initiative** – Volunteers; seeks additional responsibilities; takes independent action
 - **Innovation** – Demonstrates creativity; generates suggestions; develops innovative approaches
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Qualifications

Education and/or Experience:

- High school diploma or GED required
- Minimum of 2 years leadership or management experience
- Minimum of 2 years ski or snowboard rental experience
- Knowledge of and passion for snow sports

Language Skills:

- Ability to read and interpret safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence

Mathematical Skills:

- Ability to perform basic math, including addition, subtraction, discounts, and percentages

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of variables
- Ability to interpret written, oral, diagram, or schedule instructions

Computer Skills:

- Knowledge of Microsoft Office (Outlook, Word, Excel)
- Experience with scheduling software or ability to quickly learn new systems

Other Qualifications:

- Ability to work weekends, nights, and holidays during ski season (November-March)
 - Ability to take initiative, work independently, and adapt to business changes
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Physical Demands

- Regularly uses hands and arms; frequently stands, walks, sits, stoops, kneels, crouches, crawls, talks, or hears
 - Occasionally climbs or balances
 - Must lift/move up to 15 lbs. regularly
 - Requires close, distance, peripheral vision, depth perception, and focus adjustment
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