



RENTAL MANAGER POSITION

White Pine Resort is looking for hardworking team players who enjoy the outdoors and are interested in the perks that working at a ski resort bring! Don't miss out on this fun opportunity! Apply today at www.whitepineski.com/employment!

Position Reports To:

General Manager

General Purpose:

To work with rental guests and provide an exceptional & efficient rental experience.

Responsibilities

In general, the Rental Manager is responsible for ski and snowboard rental operations for a small family-oriented resort. The Rental Manager must maximize guest service, employee experience and financial opportunities in the rental operation by managing, coordinating and evaluating rental shop activities and staff in an occasionally fast paced, ever-changing rental environment. The Rental Manager assumes the primary leadership role of the assigned shop operations including monitoring and training of technicians, rental staff administration, inventory control, management of facilities and equipment, and vendor relations. Must be willing and able to initiate and react appropriately to changes both suggested and implemented by Management.

Essential Duties:

- Maximize Equipment Rentals and Revenue
- Train staff in rental policies and procedures
- Ensure equipment is in Rentable condition and complies with all ASTM testing requirements
- Prepare and organize inventory for high volume times (i.e., scheduled large group visits)
- Implement policies and procedures to ensure accuracy, accountability and security of all rental assets
- Assure Guest Satisfaction
- Train staff in guest service, teamwork, safety, equipment knowledge and liability compliance
- Communicate information to all rental staff to ensure knowledge of White Pine activities, events and changes
- Work directly with departments including, but not limited to, Management, Ticket & Retail Sales & Scheduling and other Operations in order to create seamless guest satisfaction
- Maintain Communication and Encourage Team Play
- Attend occasional meetings
- Establish SOPs to complete and track inventory of ski and snowboard equipment
- Complies with all ASTM testing and tracking of skis.
- Enforce Employee Appearance guidelines based on WP Handbook Standards
- Enforce and follow safety guidelines, policies and procedures– including all binding certifications for staff.
- Act as a positive and encouraging role model while maintaining and supporting company policies and procedures and ensuring enforcement as necessary.

Knowledge, Skill & Ability Requirements

- Knowledge of the ski/snowboard industry
- Knowledge of rental operations and standard practice
- Outgoing personality
- Must work well with others



- Previous experience in ski/snowboard rental department
- Knowledge of inventory stocking procedures
- Basic math skills
- Excellent communication skills, capable of building trusting relationships
- Ability to perform level-headed in fast-paced (sometimes stressful) environments
- Must be able to stand for entire shift
- Must be able to speak English, and enunciate clearly
- Must speak/hear clearly over telephone
- Must have valid Driver's License and reliable winter transportation
- Constant customer and staff contact

Education & Experience Requirements:

- High School Degree, GED, or Equivalent Experience
- Supervisory/Leadership Training or Equivalent Experience
- Rental Specific Training and Certificates or Equivalent Experience
- Preferred Experience: 2 years of rental experience and 1 year of general management experience or 3-4 years of general management experience
- Experience in Guest Service and Public Relations
- Experience in Computer Systems & POS Systems

Physical Demands & Working Conditions:

- This position may be required to work evenings or early mornings, weekends and holidays
- The primary physical environment in which this position works is a mountain environment, sometimes out-of-doors, with a high exposure level to cold, snow, wind, rain, high altitude, etc...
- The degree of strenuous activity within the job is considered to be medium. Sometimes lifting weight of up to 50 pounds
- **Exposure to: Chemicals** required for cleaning, de-greasing, and painting. **Ultraviolet radiation** from the sun enhanced through lack of atmospheric filtration at work altitude. **Fumes** produced in activities ranging from cleaning to painting to repair of metal products.

Note: This description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

White Pine Resort is an Equal Opportunity Employer, operating under USFS Special Use Permit in the Bridger-Teton National Forest. Employee housing may be available, inquire when applying. All of our job opportunities are located at White Pine Ski Resort, located 10 miles from the town of Pinedale, Wyoming, in the Wind River Mountains. Most of our winter seasonal positions are Fridays through Mondays, usually from the end of November through to the end of March (except for the Christmas/New Year holiday break, which is approx. 18 days straight). Reliable, winter transportation is a must!

All candidates must fill out an [application](#) to be considered for employment. Completed applications, accompanied with a resume if desired, can be emailed directly to the General Manager of White Pine Resort at katie@whitepineski.com.