

# Shop/Rental Technician

## **Required Personal Characteristics & Skills**

- Committed to helping people
- Mechanical work experience
- Desire to learn
- Positive & Outgoing
- Effective at communicating
- Ability to work with more than one customer at a time
- Patient & resilient
- Empathetic to customer needs, abilities and ideas
- Works with and for the team
- Flexible with tasks and time
- Motivated to accomplish
- Ability to take initiative and to take direction
- Energy to work effectively in repair shop, rentals & on the sales floor for an 8 hour shift – every day

## **Desired Additional Skills**

- Previous professional ski shop/rental technician experience
- Interest & participation in outdoor sports/active lifestyle
- Cross Country/Backcountry/Alpine touring/Telemark/Avalanche Experience
- Local area knowledge
- Mechanical work experience
- Boot fitting training/background

## **Job Responsibilities**

### **Customer Service**

- Making customers feel welcome*
- Bringing a positive attitude to work and our customers every hour, every day*
- Understanding your customer's needs and providing an exceptional customer experience*
- Renting & selling equipment that fits the customer's intended use and ability*
- Providing knowledge/advice that will enhance the outdoor experience*

### **Product Knowledge**

- To have a working knowledge of all the equipment the Ute rents, intended uses, functions and limitations.*
- To learn about the footwear, ski equipment, and avalanche products that we sell (ongoing)*
- Attend all footwear & ski/avalanche equipment clinics and individual training*

### **Policies**

- Learn & know all store policies for customer sales, warranty and return*
- Learn, know and abide by all employee conduct expectations outlined in the Ute Employee Manual*

### **Procedures**

- Learn, know & perform all store procedures (cash register, warranty, special orders, employee forms, etc.)*
- Learn Rental procedures (Easy rent software and paper procedures) and use properly for renting to customers.*
- Learn how to repair equipment, install new equipment (bindings, etc), maintain equipment for the following product categories: Alpine Touring/Telemark/Cross Country/Backcountry ski, avalanche, camping, footwear*
- Provide paperwork that is complete in detail and effective in communicating.*
- Maintain rental equipment (cleanliness, functionality, barcode identification)*
- Maintaining store appearance standards (folding, straightening, organizing, tidying, displaying, etc)*
- Cleaning to store standards*

### **Commitment**

- Fulfill commitment of a fixed weekly schedule and an entire winter or summer season.*
- Meet & exceed customer service standard as outlined in the Ute Employee Manual*

## **What we offer**

- Competitive pay
- Extensive ongoing training on product, skills, procedures, policy, customer service
- Gear & sales incentives, Product testing incentives
- Premier Ski Pass
- Access to rental equipment (Ute & Aspen/Snowmass XC Ski Centers)
- Full time, year round employment
- Profit Sharing after 2 years
- Business shared gym membership