

# SOVEREIGN LAKE NORDIC CLUB

## SKI TECHNICIAN JOB DESCRIPTION

**Position:** Ski Technician  
**Reporting to:** Inside Lead and General Manager  
**Hours:** 15- 25 hrs/wk (maximum 80hrs per pay period)  
**Wage:** \$17/hr

### SKILLS AND QUALIFICATIONS:

- Specific working knowledge of nordic skiing and nordic ski equipment
- Ability to take direction, function independently and manage multiple tasks
- Demonstrated problem solving skills and ability to think and act independently
- Ability to function in a team environment
- Demonstrated administrative and delegation skills
- Good computer skills (word processing, web and information management)
- Superior communications skills in working with team members and the public

### GENERAL RESPONSIBILITIES:

#### Administrative:

- handling cash and POS system
- printing of season passes, day tickets and other POS system transactions
- ensure effective and organized documentation of rentals, day pass and food sales.

#### Facilities Management:

- Carry out daily cleaning of rental shop
- Regular and consistent maintenance of ski fleet
- Rigorous janitorial and cleaning duties
- restocking of product as necessary

#### Customer Service:

- participating as part of the front counter and ticket kiosk customer service team when necessary
- Distribution of rental equipment to general public and club members
- identifying customer service issues, resolving them where possible and identifying chronic systemic or staffing problems to Inside Lead

#### Communications:

- monitoring, answering and referral of general telephone, web or email inquiries
- Provide information when product or waxes are running low so it can be ordered in a timely manner

*Please send resumes to Candace Bourque at [admin@sovereignlake.com](mailto:admin@sovereignlake.com)*