

SOVEREIGN LAKE NORDIC CLUB

SKI TECHNICIAN JOB DESCRIPTION

Ski Technician

Reports To: Operations Manager

Hours: 30 - 40 hrs/wk (maximum 80hrs per pay period)

Wage: \$19/hr

SKILLS AND QUALIFICATIONS:

- Specific working knowledge of nordic skiing and nordic ski equipment and its repair.
- Moving quickly in a fast paced environment,
- 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, distributing and taking back rentals
- POS system usage and computer skills
- Book Lessons when required
- Printing of season passes, day tickets and other POS system transactions
- Ensure effective and organized documentation of rentals, day pass and food sales.
- Maintain accurate records of guests equipment for waxing or repairs

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
- Oversee rentals distribution
- 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 Operations Manager

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.
- Communicate clearly and effectively with all guests,
- Ensure services are completed within 24 hrs.
- Communicate shop restocking needs to the Operations Manager regularly.

Please send resumes to Wendy Shannon (Operations Manager) at admin@sovereignlake.com