

SOVEREIGN LAKE NORDIC CENTRE

SKI TECHNICIAN JOB DESCRIPTION

Reports To: Operations Manager

Hours: 25 - 40 hrs/wk (maximum 80 hrs per pay period)

Wage: \$21/hr depending on experience

SKILLS AND QUALIFICATIONS:

- Specific working knowledge of nordic skiing and nordic ski equipment and its repair,
- Experience with POS registration systems,
- Moving quickly in a fast paced environment,
- Ability to take direction, function independently and manage multiple tasks,
- Energetic and outgoing personality,
- Demonstrated problem solving skills and ability to think and act independently,
- Ability to function in a team environment,
- Demonstrate administrative and delegation skills,
- Good computer skills (website, timesheets),
- Superior communications skills in working with team members and the public.

GENERAL RESPONSIBILITIES:

Administrative:

- Handling cash, and conducting daily cashouts independently,
- POS system usage and computer skills,
- Ensure effective and organized documentation of rentals, day pass and food sales,
- Keep accurate records and organizing Seasonal Program Rentals,
- Book lessons when required,
- Printing of season passes, day tickets and other POS system transactions,
- Ensure effective and organized documentation of rentals and waxing services.
- Maintain inventory of shop equipment waxes etc to ensure adequate supplies.

Facilities Management:

- Carry out daily cleaning of rental shop,
- Regular and consistent maintenance of ski fleet,
- Carry out daily maintenance and cleaning of facilities,
- Snow removal and management, wood restocking as required,

- Operating small machines such as snowmobiles and quads,
- Restocking of products when necessary,
- Responding to First Aid Emergencies,
- Identifying facility maintenance needs and reporting them to the Operations Manager,
- Assisting with outside maintenance,
- Aiding with clean up or take down of a special program events,

Customer Service:

- Participating as part of the front counter customer service team,
- Provide friendly and prompt customer service at all times,
- Selling tickets and food, renting equipment, managing reservations for lessons and special events,
- Manage the distribution of Program Rental Equipment in cooperation with Programs Admin,
- Providing information about products, trails and upcoming events,
- Identifying customer service issues, resolving them where possible and identifying chronic systemic or staffing problems to the Guest Services Lead, Lead Lodge Staff or Operations Manager,
- Track and maintain customers ski equipment in a timely fashion.

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 Gareth Ainslie (Operations Manager) admin@sovereignlake.com