



Job Description

Department: 51 Rental Shop
Position Title: **370 130 - Rental Shop Manager**
Reports to: VP Guest Services
GM/COO

Position Summary: The Rental Shop Manager manages and oversees the overall successful operations of the Rental Shop in the fulfillment of providing quality equipment and services to guests of the Monarch Rental Shop. The essential functions of this position include:

1. Be an effective leader within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Responsible for ensuring all forms, tracking, verifications and necessary documents are executed and accurately completed in a timely manner. This includes, though not limited to requests, training, invoices, payroll, time-keeping, fiscal responsibilities, incidents, disciplinary actions...etc.
3. Perform the hiring and termination of approximately 15 to 25 departmental employees.
4. Provide guidance and oversee the efficient scheduling of department staff based on projected skier budget and adjusting to actual requirements as appropriate.
5. Oversee the initial and ongoing training of departmental staff.
6. Provide timely employee feedback, and conduct qualitative performance reviews of department staff on a regular basis. Include your level 2 managerial staff, as appropriate, in accomplishing A-team reviews.
7. Operate within budgetary constraints for the current season; contribute to departmental budget proposal for the following season.
8. Identify, research and submit departmental capital requests for fiscal review.
9. Work in conjunction with other departments as part of the Monarch team.
10. Develop, review and maintain on a regular basis training materials, manuals, job descriptions and any other documents necessary for the overall success of the department.
11. Prepare and oversee department personnel in the event of an emergency.
12. Identify and train personnel for opportunities within the department for the purpose of retaining valuable and interested employees, and the filling of key positions in the event of a departure.
13. Provide professional solutions and courteous assistance in problem solving for both guests and employees.
14. Monitor and maintain the inventory, operation and condition of department inventory, supplies, properties and facilities.
15. Oversee the provision of friendly, expeditious and quality service and equipment to guests of Monarch's Rental Shop, operating within the guidelines of local, state and federal laws.
16. Keep current in the knowledge of ski and snowboard equipment, equipment maintenance and tuning, and rental shop operations.
17. Responsible for the daily deposit of the Rental Shop department, including balancing, record keeping and working with Accounting as necessary.
18. Prioritize utilization of staff, assigning stations and delegating tasks based on changing volumes.
19. Contribute to the development of collateral material associated with the Rental Shop, working in conjunction with Marketing and Reservations.
20. Attend applicable workshops, conferences, seminars...etc.
21. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

Requirements Relating to Knowledge, Skills & Abilities:

1. Ability to ski or ride at and advanced level.
2. Ability to maintain a good attitude, set a positive example and work well with guests and employees.
3. Ability to speak clearly and pleasantly, and communicate in the English language.
4. Ability to motivate, delegate and give direction to employees in a positive and non-condescending manner.
5. Aware of surroundings and the ability to identify, respond quickly and provide professional solutions to situational needs.
6. Excellent English reading and writing communication skills.
7. Good computer and website navigation skills to include Microsoft Office, PowderPlace.com and SkiMonarch.com.
8. Ability to recognize and maintain confidentiality of sensitive materials and situations, including confidentiality of all customer information.
9. Working knowledge of ski area liabilities and human resource laws as applicable in the state of Colorado.
10. Must be proficient in the knowledge and skill needed to perform ski and snowboard tunes and repairs.

Requirements Relating to Education, Certifications & Experience:

1. Colorado Driver's License and good, company insurable driving record required
2. Minimum of two years supervisory experience required; preferably in the rentals area.
3. High School diploma or GED required
4. You must have been previously certified by binding companies.
5. You must be experienced in all ski and snowboard binding mounting/tuning, and must have at least two years of experience in rental shop operations.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, as scheduled, and additional time if workload and circumstances require it.
2. Must be available by phone, or able to respond to a call from your supervisor within a reasonable timeframe, while on or off-duty.
3. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
4. Must be able to ride an open air ski lift, 30-100 feet above the ground.
5. Must be able to stop, turn, change directions suddenly, adapt to uneven, varying terrain, and move in both directions on skis or snowboard carrying up to 50 lbs.
6. Requires standing, reaching, grasping and working at a computer.
7. Requires moderate to heavy (up to 50 lbs.) lifting.
8. Requires some travel to workshops, seminars...etc.
9. Must be at least 18 years of age.