



Job Description

Job Title: Rental Shop Supervisor	Department: Rentals
Reports To: Rental Shop Manager	Status: Full Time – Non-exempt

JOB SUMMARY

Leaders are responsible for executing Detroit Mountain's Guiding Principles and Priorities in the day to day management of staff and operational functions. Using an eye for detail and a passion for providing excellent internal and external customer service, the DM supervisor will model safety, friendliness, appearance, and efficiency to create a world class experience for all guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential job duty and responsibility satisfactorily.

- Rental Shop both Winter and Summer
 - Expert in product knowledge for all seasons
 - Responsible for providing genuine customer service and providing proper information to guests about the rental equipment.
 - Assist guests with boot selection and proper fitting
 - Obtain current binding certifications for companies carried in the shop
 - Issue proper equipment according to training, information given and customer's request
 - Adjust equipment in accordance with manufacturer's specification
 - Uphold Detroit Mountains policies and procedures
 - Effectively and enthusiastically answer guest questions in regards to ski area, rental procedures, and/or equipment
 - Retrieve and return equipment from various locations
 - Inspect snowboards, skis, bindings, boots, helmets and poles individually for damage, malfunction, and compatibility
- Service Shop
 - Product knowledge on all services offered
 - Provide waxing, tuning and other services as requested.
- Trail Work & Group Rides
 - Help with trail cleanup, building and maintenance
 - Provide updates on trail needs and support
 - Assist and coordinate group rides
 - Help with summer programming and camps
- Supervisory Duties
 - Provide training and support to staff on POS, product knowledge, rental software, DM information.
 - Manage and schedule all Rental Staff
 - Ability to interact and maintain positive relationships with guests, co-workers, and management and provide excellent customer service.
 - Support other departments as needed.
- Manager on Duty
 - Ensures that guests are satisfied and a positive outcome is met with all issues that arise.
 - Offer assistances to all areas both inside and outside operations.
 - Responds quickly to all needs that may arise and communicates effectively with other managers, ski patrol and employees.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Passion for Recreation both winter and summer activities
- Excellent communication and interpersonal skills, must be friendly, personable and comfortable working with people.
- Good organizational and observation skills
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- Maintain a neat and orderly shop as well as putting tools away.
- Ability to adhere to all safety policies
- Ability to interact and maintain positive relationships with guests, co-workers and management.

PHYSICAL REQUIREMENTS

- Must be physically able to be on feet for extended periods of time: stand for long periods of time.
- Must be able to handle exposure to inclement weather
- Must be able to bend, lift, and twist repeatedly.

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Experience working in the industry is preferred, but not required.