



## **Job Description – Ski Technician**

Black Tie Ski Rentals is seeking proactive and energetic individuals who share our love of the mountains and possess an entrepreneurial spirit. Ideal candidates enjoy working in a great team atmosphere and are passionate about providing impeccable customer service to our guests.

### **Position Summary:**

The Ski Rental Delivery Technician (AKA “Ski Tech”) is responsible for assembly of packs, loading of vans, delivery of equipment to Guests, and working with Guests on equipment swaps (if necessary). Additionally, the Ski Tech must inspect equipment as it is returned and before it goes back out with another Guest, to determine tuning needs. During the ski day, the Ski Tech will also meet Guests on the slopes to perform swap-outs as and when needed. The Ski Tech represents Black Tie and is our most visible “moment of truth.” Most Guests perception of Black Tie is created when they see their Ski Tech. The Ski Tech will leave a lasting impression on each and every Guest we work with.

Duties include but are not limited to; delivering and fitting customers with ski/snowboard equipment at customers lodging, packing equipment for deliveries, assisting customers on-slope, picking up equipment, daily shop duties, and helping maintain the equipment.

### **Responsibilities:**

- Act as a respectful and professional representative of Black Tie within the community when interacting with hotel staff and local partners.
- Packing equipment for daily delivery appointments, then making those deliveries of equipment to Black Tie Guests.
- Collecting equipment that is ready to be returned.
- Providing slope-side assistance to Black Tie guests requesting/needing a change-out.
- Actively work to maintain vehicle cleanliness and organization of all vehicles and shop locations.
- Involvement in all Black Tie’s equipment upkeep, which includes light in-house tuning and maintenance. Ski Tech should be able to assess when more complex repairs or tunes are needed and red-tag that equipment so it doesn’t go back out until it meets Black Tie standards.
- Provide excellent Guest service and the best possible experience for all Black Tie Guests.
- Being proactive and taking ownership of situations while anticipating and responding to Guest needs and wants.
- Having a team player, self-starting mentality and promoting these shared values along-side your fellow employees.
- Communicate effectively with both Manager on Duty and the Office throughout shifts to ensure both the Tech’s individual delivery line-up, as well as collective team tasks, are being accomplished.
- Actively demonstrate a clear focus on safety for yourself, your co-workers and our Guests, whether working with our equipment and our vehicles, or double-checking Guest ski/boot fittings.

### **Specifications:**

- Customer-service experience.

- Able to lift up to 50 lbs. repeatedly for long periods of time (i.e. rental equipment).
- Must be able to stand and walk almost continually during your shift.
- Able to work through winter season and during holidays periods.
- Has a valid driver's license and clean driving record, and a commitment to maintaining that during the Winter season.

\*\*\*Job specifications such as compensation vary at different Black Tie locations. Please reach out to a specific Black Tie branch to get more details.

If you're passionate about skiing or snowboarding and enjoy sharing that passion with guests of our mountain community, this could be a great opportunity for you. Please email a resume with references if you are interested in joining our team.