
Wapiti Nordic Ski Club

Position Description: **Rental Attendant**

Status: **Casual – Winter Season (December- March)**

Standard Hours: **Weekdays (TBD) & Weekends**
Shifts from 10:00 am– 1:00 pm & 1:00 pm– 4:30 pm

Reports to: **Operations Coordinator**



1: ORGANIZATION FUNCTION:

Wapiti Nordic Ski Club (WNSC) is an inclusive and welcoming, not-for-profit society that provides groomed and maintained cross-country ski trails for year-round recreation access to club members and the general public. It also supports Nordic and mountain bike programs, events, and social opportunities. This organization is also responsible for stewardship of the Public Land it occupies, and for overseeing the maintenance and repair of Club buildings and main assets. The Club's key values are: Health and Wellness, Environmental Stewardship, Growth & Development and Fun.

2: PURPOSE OF JOB:

This position is responsible for customer service, overseeing lodge operations and assisting with equipment rentals, in alignment with WNSC's organizational vision, values and strategic (business) plan. This position will greet and assist day visitors and club members of all ages and abilities to ensure that their visit and recreational experience is a positive one.

The Rental Attendant oversees day pass sales, promotes membership sales and club programs, facilitates safe equipment rental, and educates visitors on trail and club etiquette. The position is responsible for refreshment duties and overall lodge cleanliness.

This position receives direction from the Operations Coordinator and regularly interacts with the WNSC Board, employees, instructors, volunteers and members of the public.

3: JOB DUTIES AND TASKS:

a) Provide **excellent customer service** by:

- Acknowledging and greeting all visitors to the lodge
- Answering questions from visitors
- Answering the telephone and checking voicemails

b) Provide **consistent lodge operations** by:

- Keeping the fire stoked to keep the lodge at an ambient temperature
- Ensuring washrooms are clean and well-stocked
- Setting up and replenishing complimentary refreshments
- Performing cleaning duties in all areas of the building at the end of the shift
- Safely securing the building upon exit at the end of the shift
- Provide feedback and suggestions to the Operations Coordinator if lodge operations are not running smoothly

c) Facilitate **safe equipment rentals** by:

- Determining if snow conditions are safe for the public to rent equipment
- Sizing equipment correctly to the individual
- Recommending trails compatible with the individual's level of experience
- Tracking and ensuring payment for all equipment rentals
- Returning all rental equipment to the designated storage space
- Assisting with equipment rentals for lessons and special programs as required

d) Facilitate **day pass and membership sales** by:

- Confirming that day visitors have purchased a pass
- Assist with day pass and membership sales as necessary

e) Promote **club programs, lessons, and events** by:

- Keeping informed of current programs, lessons, and events
- Communicating club activities to day visitors and members in the lodge
- Assist with administering club activities as required
- Assist with special events as required

f) Provide **education and direction** by:

- Engaging with visitors and determining if they are first-time visitors
- Answering any questions that visitors may have
- Ensure that notice boards are up to date and remove out-of-date information
- Provide direction to new visitors on which trails to use based on their competency
- Provide direction on lodge access and general club operations

g) Provide **administrative support** by:

- Reconciling cash payments received for day passes and other services
- Any other duties as reasonably required

QUALIFICATIONS STATEMENT

Knowledge, Skills and Experience:

- A solid understanding of cross-country skiing as a sport and recreation activity
- Previous customer service experience
- Ability to communicate clearly and effectively with the public
- Self-motivated, personable, and outgoing
- Ability to work as part of a team
- Willingness to work weekends through the winter months
- Proven ability to work alone with minimal supervision
- Strong discretionary skills, sound judgment and a high level of professionalism.
- Ability to manage a variety of tasks and set priorities.

Training Matrix:

- Customer Service Training (as determined by the Board)
- WHMIS
- Working Alone (as determined by the Board)
- First Aid, including AED (preferred)
- Fire Extinguisher (preferred)

JOB DESCRIPTION CERTIFICATION:

I have read this job description and am aware of my responsibilities:

Incumbent's Signature

Name (print)

Date

This job description is an accurate statement of the position's assigned duties, responsibilities, and reporting relationships.

Supervisor's Signature

Name (print)

Date
