



**Tahoe Donner Association**  
**Job Description**

**Job Title:** Cross Country Rental Cashier  
**Job Code:** 572  
**Department:** Cross Country  
**Reports To:** Cross Country Manager  
**Class Code:** 9180  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 5  
**Pay Range:** \$11.64 - \$12.77 per hour  
**File Name:** XC Rental Cashier.docx  
**Prepared Date:** 8/1/2016, 08/18

**SUMMARY**

The primary duties of the XC Rental Cashier include assisting customers with skier services, including sales and rentals. Also, assist manager with inventory control, daily receipts and record keeping.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Provide excellent customer service to customers, employees and business partners. Able to prioritize customer service in stressful situations.

Maintain current knowledge of Ski Area products and services and operating procedures to provide assistance and information to customers.

Answer customer questions and answer phones.

Collect and process payment from customers. Operate Point of Sale and credit card machines.

Register students for ski school, programs and events.

Assist customers with equipment rental, including fitting customers with boots, skis, and poles.

Collect rental forms from customers and reviews for completeness.

Distribute skis, boots and poles to customer based on information on form and size of person, ability level and what type of equipment they would like (ie skate vs stride).

Distribute and document equipment types, snowshoes, fat bikes and chariot sleds.

Assist guests with fitting equipment and displaying trail passes.

Assist with checking of trail passes and season passes.

Maintain current knowledge, implement, and enforce association policies, procedures, rules, and regulations.

Assist with snow removal including shoveling and clearing snow from walkways, stairs, equipment and other areas as needed.

Work well under pressure.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

First aid, CPR, AED certification preferred

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hand to finger, handle, or feel. Reach with hands and arms, and communicate. The employee frequently is required to move; remain stationary. The employee is occasionally required to ascend, descend, position oneself close to the ground, and/or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

