



Job Title: Rental Cashier
Job Code: 572
Department: Rental Shop
Reports To: Rental Shop Operations Supervisor
Class Code: 9184
FLSA Status: Non-exempt
Salary Level: Hourly 4
Prepared Date: 1/31/2007, updated 8/30/2011, 9/30/15, 08/18, 11/18, 9/20

SUMMARY

The rental cashier assists customers with the purchase of rentals, returns, retail, lift, and lessons items, fits ski poles and checks rental agreement for accuracy at the ski area and uses a POS system (RTP). Also assists customers with sizing skis and snowboards, fitting ski/snowboard boots and distributing poles.

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

- Provide excellent customer service to customers, employees and business partners.
- Collect rental forms from customers and review for completeness.
- Sell and schedule group, private and Snowflake lessons.
- Upsell rental and lesson packages.
- Assist customers with retail purchases.
- Collect money from customers who purchase retail, lift ticket, lesson or rental, and be familiar with discounts.
- Adjust ski bindings according to binding and manufacturers requirements.
- Size and hand out ski poles.
- Document equipment types distributed on rental form.
- Keeps inventory and shop in orderly manner.
- Help with the scanning in and returning of rental equipment.
- Answer Rental Shop telephones and base radio.
- Balance daily sales to deposit amount.
- Operate a POS system (RTP).
- Assist with snow removal including shoveling and clearing snow from walkways and paths.
- Must serve as a host or hostess for the downhill ski area.

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 handling cash and credit transactions; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Certification in ski and telemark binding procedures. Training in snowboard and telemark binding procedures. Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended. Proficiency in Microsoft Office systems including Word and Excel helpful. Tahoe Donner Association requires a pre-employment drug test for this position.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

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 apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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 hands to finger, handle, or

feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions, toxic or caustic chemicals and risk of electrical shock. The noise level in the work environment is usually moderate.