



POSITION DESCRIPTION

Position

Rental Centre Attendant & Lift Operator

Reporting to

Rental Department Supervisor

Position Overview

You will be key person in ensuring our guests have a fun and safe time whilst on the slope. You will be greeting guests into the rental area and responsible for issuing their rental equipment and setting it up correctly. Lift operation is also a large part of this role and an important role in our customers safety and experience at Snowplanet.

Key Responsibilities

- Ensure our guests are fitted with the correct gear, in the correct sizes and adjusted accordingly.
- Operate lift facilities on the slope in a safe and orderly manner
- Deliver friendly and high quality customer service to our guests
- Maintain the latest ski and snowboard gear for the benefit of our guests
- Ensure the safety of our guests **at all times** whilst on the slope
- Identify, eliminate or minimise any hazards present in the operation
- Keep the Rental area and the Snowdome clean and tidy throughout your shift
- Disposing of waste and rubbish as required
- Cleaning of your work area before, during and after your shifts
- Report any incidents to the Duty Manager
- Understand and know what to do in the event of an emergency
- Comply with all Snowplanet policies and procedures
- Perform any other duties as requested within your range of competency/ as required by your Duty manager
- Have fun!

Personal Requirements

- Passion for the hospitality industry
- Previous customer service experience
- Happy, friendly personalities to portray a fun experience
- Able to relate to customers and their needs