

## **Rental Manager**

**REPORTS TO:** General Manger, Director of Operations, Vice President

### **PURPOSE OF THE JOB**

Main purpose is to oversee all aspects of the Rental business for Mount St. Louis Moonstone Resort. Communication of the Rental department is encouraged to happen on a regular basis with Resort Manager and Owners.

### **DUTIES & RESPONSIBILITIES**

- Responsible for hiring and training of new and returning department staff
- Implement policies and procedures to the rental staff to increase customer service
- Implement procedures which will maintain a high level of service and to minimal labour cost
- Working in conjunction with all departments for the daily operations of the Resort
- Record keeping of staff hours
- Inventory control on incoming and outgoing equipment
- Handling of Debit, Credit and cash purchases
- Monitor equipment wear and tear ~ notify the General Manager if any concerns arise
- Staffing of snow and ice removal at entrances and exits of the Chalets
- Staffing of garbage and recycling removal from both Chalets
- Create a motivated workplace
- Health and safety responsibilities and duties are to identify hazards and train employees on such hazards and take every reasonable precaution to prevent hazards
- Read, understand and comply with all Resort Policies and Procedures
- Other duties as assigned

### **SKILLS & EDUCATIONAL REQUIREMENTS**

- Minimum five years' experience in a Management position
- Computer knowledge
- Cash, Debit and Credit processing skills
- Exceptional knowledge of rental equipment, and pricing of tickets and lockers. Keeping up with any changes from season to season and to assist in any incident investigations involving rented equipment
- Strong communication and problem solving skills
- Respected motivator and Team Leader
- Certification of First Aid
- Certification of WHMIS training

## Rental Manager

- Experience in administration of scheduling staff
- Understanding of maintenance of daily labour costs, through proper scheduling
- Experience working with people of all ages
- Able to work cooperatively with a number of departments
- Read & write English and able to differentiate between colours

### PHYSICAL & TIME REQUIREMENTS

- Day Shift Hours 0800 – 1700
- Be on call and available, if required, on days off
- Overtime will be required
- Follow lunch, washroom and break procedures as directed
  
- Work indoors
- Ability to push/pull
- Physically fit to lift up to 40 lbs, assisted lifts with anything over 40 lbs
- Ability to remain stationary for long periods of time
- Stability to walk on uneven surfaces and icy conditions
- Ability to climb ladders and not afraid of heights
- Communicate, converse with and exchange accurate information with fellow crew members and other departments in a polite and professional manner

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Employee Signature

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Date

**Robert Huter**  
Robert Huter, General Manager