



## IVGID Job Announcement

IVGID is currently accepting applications for a **Rental Shop Manager**. This is a seven-month, seasonal manager, salaried (exempt) position with the Diamond Peak Ski Resort team.

**Compensation:** \$2,340/bi-weekly salary, DOE/DOQ

**Benefits:** During active employment receives:  
Medical, Dental, Vision, Prescription insurance  
Short-Term Disability insurance  
Section 125 Flexible Spending Plans  
Vacation & Sick Leave  
Recreation & Food Discount privileges

**How to Apply:** Create a profile, submit online application (attach resume) at [www.yourtahoeplace.com/jobs](http://www.yourtahoeplace.com/jobs)  
In-person drop-off application (with resume) to the Human Resources at 893 Southwood Blvd, Incline Village, NV 89451. Regular Hours: M-TH, 8am – 5pm or FRI, 8am – 4pm (PST).  
[jobs@yourtahoeplace.com](mailto:jobs@yourtahoeplace.com) 775-832-1100

**Deadline to Apply:** Open Until Filled  
*We are an Equal Opportunity Employer*

**Date Posted:** 09/18/24

### SUMMARY

Responsible for planning, directing and coordinating operations in the Rental/Repair Division at Diamond Peak Ski Resort and operations at the Hyatt Sports Shop by performing the following duties personally or through subordinate staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**, not necessarily in order of priority, include the following. Assigned job tasks/duties are not limited to the essential functions.

1. Provides excellent customer service to internal and external customers.
2. Responsible for verifying accuracy of cash and credit card transactions, approving point-of-sale (POS) drops from all Rental Shop cashiers.
3. Manages day-to-day operations, participating in all activities as a working supervisor of the Rental/Repair Division and the Hyatt Sports Shop, including daily communication of lesson details with Child Ski Center (CSC) and Ski Ride Center (SRC) staff, and coordination of ski resort activities, special events, promotions, etc., with appropriate staff during the operating season.
4. Recruits, hires, trains and supervises seasonal staff to ensure jobs are performed in an efficient and customer oriented manner. Prepares weekly staff schedules and coordinates employee breaks to ensure adequate customer service levels.
5. Works closely with the Director and Assistant Director of Skier Services to develop goals, objectives, policies and priorities for the Ski Department as well as for assigned area of responsibility. Monitors and measures divisions' effectiveness in attaining division and department goals.
6. Coordinates daily with the Director and Assistant Director of Skier Services and other Ski divisions to ensure effective and efficient operations are in place to meet customer service standards.
7. Ensures Rental/Repair Technicians obtain proper certifications from binding equipment manufacturers prior to the start of the Ski operating season. Provides and coordinates regular staff training throughout the season to ensure adherence to policies for the safety of all customers.

8. Corroborates with the Director and Assistant Director of Skier Services to develop and recommend the annual operating budget and capital improvement budgets for assigned area of responsibility; monitors and controls budgets using a computerized financial accounting system.
9. Manages and maintains the Rental/Repair Shop and the Hyatt Sports Shop inventory of ski and snowboard equipment.
10. Establishes and maintains business relationships with various ski & snowboard vendors. Researches and recommends purchases of new inventory based on a variety of factors including price, value, historical data, industry trends, etc.
11. Prepares a variety of reports regarding operations, activities and revenues, including accurate sales, inventory and payroll reports.
12. Responds to and resolves inquiries and/or complaints regarding service provided by Rental/Repair Shop and keeps the Director and Assistant Director of Skier Services informed.
13. Keeps abreast of ski industry trends and technology by participation in other local, regional and national ski association meetings and seminars.
14. Ensures a manager or supervisor is onsite during operating hours at the main Rental/Repair Shop to provide support for both the main shop and Hyatt Sports Shop. May transport ski /snowboard equipment between shops.
15. Follows and ensures staff follows established safety procedures and guidelines.
16. Inputs and/or monitors employee time & pay records using an automated system. Ensures records are accurate each pay period.

#### **SUPERVISORY RESPONSIBILITIES**

Manages supervisory/lead and seasonal staff in the Rental/Repair Division and Hyatt Sports off site shop. Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be qualified 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**

College level business classes equivalent to an AA degree from four-year college or university and four years successful ski or recreation industry experience, including two years in a manager or supervisory role; or equivalent combination of education and experience. A working knowledge of ski and snowboard equipment, including safety procedures and requirements for use by staff and the public are required.

#### **COMPREHENSION/COMMUNICATION SKILLS**

Ability to read, analyze and interpret common technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, vendors, employees and the public. Ability to write routine reports and correspondence. Ability to effectively present information and respond to questions from employees, management, vendors, the public and the Board of Trustees. The duties and responsibilities of the position necessitate the use of social media for District business reasons.

#### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License. Certification from Manufacturer's of Binding Equipment or ability to obtain prior to opening of Ski operating season. Successful completion of the State of Nevada/Federal background check through fingerprinting because position has unsupervised access to children, the elderly or individuals with disabilities and/or has access to their records. Pursuant to National Child Protection Act (NCPA) of 1993 as amended by the Volunteers for Children Act (VCA). It is the employee's responsibility to maintain all required certifications and licenses and to report any changes to the supervisor.

**OTHER SKILLS OR ABILITIES**

Excellent organizational, management, financial and customer service skills; very good communication, training and decision-making skills; strong computer skills for Microsoft Office, point-of-sale and financial accounting applications; ability to develop and maintain effective working relationships with a broad range of individuals and groups; ability to ski/board or snowshoe; ability to maintain composure when dealing with irate customers; ability to deal with changing circumstances and schedules in a positive manner; ability to function well in adverse weather conditions; and ability to work a schedule as early as 7:30am and as late as 5:30pm which includes weekends and holidays.

**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. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

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 walk. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 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. 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 frequently exposed to wet and/or humid conditions, outside weather conditions, mechanical parts and high, precarious places. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals; risk of radiation from the sun, risk of electrical shock, and vibration. The noise level in the work environment ranges from moderate to loud.