

POWDERHOUSE SKI SHOP JOB DESCRIPTION

Shop hours are 8am to 6pm everyday of the ski season, including weekends and holidays. Our Alta shops will be open for the duration of the Alta lift service season, which typically runs from just before Thanksgiving to mid-April. The Wasatch Powder House is open for an extended season, hours do vary during the off season. Alta employees should be aware that due to the nature of Little Cottonwood Canyon Interlodges do occur, during such an event employees may be required to stay overnight or get to Alta early in the morning. We will do our best to provide housing for those critical employees we ask to stay up or arrive early.

Working at the Powder House is fun, we do our best to create a family atmosphere around the shop. We do not require that any of our employees know how to ski, but we do encourage those who do not know to learn. For those who do ski we want you to get out and enjoy Alta's legendary powder as much as possible. Every employee working full time will receive a season pass to the Cottonwood resort (Alta, Snowbird, Brighton & Solitude) of their choosing, part time employees will receive money towards a season pass based on the number of hours they work per week.

Housing is available to a limited number of employees. We will do our best to accommodate you or help you find housing if you are arriving from out of town. Typical rent in the Salt Lake Valley is between \$400-\$700 per month for a single room in a shared house.

All positions start at \$15 per hour with the ability to move up the pay scale if you arrive with more experience and prove yourself in the workplace. We want all of our employees to enjoy their time in Alta and we have many employees that return year after year!

Sales Clerk & Ski Tech

This position requires extensive customer interaction. Our employees operate on the front lines and should be fun, friendly and courteous. Ski Techs are responsible for assisting in ski/boot selection by listening to customer needs, providing accurate product information, and making appropriate recommendations. Our ski techs are known for their expertise and elite level of customer service. Likewise, every sales clerk is responsible for providing product expertise, exceptional customer service, and maintaining a fun yet professional atmosphere. Establishing this reputation and building lasting relationships with customers is a key function of all of our ski rental technician positions.

Daily Responsibilities:

- Acknowledge customers quickly and courteously, maintain a positive & cheerful attitude at all times.
- Provide friendly customer service by responding to their questions and recognizing their needs.
- Assist in rental & retail gear selection by determining customer needs, and providing product expertise.
- Direct customers throughout the store or to the specific area the customer requests.
- Comply with all industry procedures for adjusting and maintaining rental equipment.
- Complete necessary documentation and paperwork neatly and accurately.
- Adhere to safety procedures regarding use of tools and equipment.
- Maintain rental equipment in good condition.
- Answer phone calls & direct customers to the correct personnel.
- Operate the cash register accurately and without error.
- Restock products daily and notify correct personnel of shortages.
- Perform merchandising duties: folding, hanging, and displaying products.
- Maintain a clean and well-organized storefront, retail area, back stock area & rental/demo shop. Vacuum, sweep/mop floors and empty trash each day.
- Assist in store opening and closing procedures; including snow removal.
- Maintain store image by adhering to the dress and appearance guidelines.

Physical Requirements:

- Continually able to stand/walk for extended periods of time.
- Ability to properly fit boots to bindings and adjust bindings to correct tension.
- Continually able to reach overhead, bend, squat, kneel, and carry products.
- Continually able to walk up and down staircases, carrying boxes, product, and other necessary store related items.
- Ability to regularly perform store maintenance items: sweep, vacuum, empty trash, clean.
- Ability to safely lift boxes up to 55 lbs.

Minimum Qualifications:

- Must possess a willingness to learn.
- Ability to effectively work with a team.
- Self-Motivated.
- Attention to detail.
- Effective communication skills.
- Excellent organizational skills.
- Accuracy with money handling and register use.
- A passion for winter mountain sports; ski or snowboard experience preferred, but not necessary.
- Industry specific product expertise is preferred but not necessary. We will provide product education and training.

Custom Boot Fitter

This position requires extensive customer interaction. Our boot fitters operate on the front lines and should be well-spoken, knowledgeable, patient and friendly. All boot fitters are responsible for recommending appropriate ski boots based on customer's needs, biomechanics, and abilities. The Powder House Ski Shop custom fits every boot that we sell: boot fitters will mold liners, modify shells, create custom insoles, and adjust alignment. They will also help customers identify problem areas and provide our custom fit services to enhance their skiing performance. There will also be responsibilities in other parts of the shop such as assisting in the rental and retail areas.

Daily Responsibilities:

- Acknowledge customers quickly and courteously.
- Provide friendly customer service by responding to their questions and recognizing their needs.
- Perform a biomechanical assessment in order to make appropriate new boot recommendations.
- Help customers address problematic fit areas in their existing boots.
- Utilize custom boot fit tools and services to enhance both fit and performance in new and existing boots.
- Educate customers about the importance of a properly fit boot and the benefits of a custom insole.
- Keep current on new technologies and industry developments as relates to ski boots and boot fitting.
- Adhere to safety procedures regarding the use of tools and equipment.
- Function as a ski rental technician and/or sales clerk when not fitting boots.
- Assist in store opening and closing procedures; including snow removal.
- Vacuum, sweep floors, and empty all trash each day.
- Maintain store image by adhering to the dress and appearance guidelines.

Physical Requirements:

- Continually able to stand/walk for extended periods of time.
- Continually able to reach overhead, bend, squat, kneel, and carry products.
- Must display excellent manual dexterity.
- Continually able to walk up and down staircase, carrying boxes, product, and other necessary store related items.
- Ability to properly fit boots to bindings and adjust bindings to correct tension.
- Ability to regularly perform store maintenance items: sweep, vacuum, empty trash, clean.
- Ability to safely lift boxes up to 55 lbs.

Minimum Qualifications:

- *Patience when dealing with customers is of the utmost importance.*
- Must be somewhat technically and mechanically minded.

- Must be comfortable using both hand and power tools.
- Must possess a willingness to learn.
- Ability to effectively work with a team.
- Displays excellent attention to detail.
- Effective communication skills.
- Excellent organizational skills.
- Accuracy with money handling and register use.
- A passion for winter mountain sports; ski or snowboard experience preferred, but not necessary.
- Industry specific product expertise is preferred but not necessary. We will provide product education and training.

Ski Tuner

The Wasatch Powder House has one of the most state of the art tuning facilities in the Salt Lake Valley. Our tune shop has established its reputation by producing ski tunes that focus on precision, quality, and consistency. Our ski tuners should display the technical knowledge and mechanical aptitude to repair skis, provide top-level ski tunes, and to set up and perform routine machine maintenance. All tuners are responsible for creating a professional back of the house atmosphere.

Daily Responsibilities:

- Provide friendly customer service by responding to their questions and recognizing their needs.
- Ensure that all customer skis get repaired and tuned quickly and efficiently.
- Adhere to our overnight turnaround policy. If the repair requires more time ski tuners are responsible for notifying the customer regarding completion deadlines.
- Adhere to the Powder House Ski Shops standard of ski tune quality.
- Track all skis and paperwork in order to ensure their return to the appropriate location.
- Manage regular maintenance of rental and demo skis.
- Maintain a current inventory of ski tuning supplies.
- Responsible for care and maintenance of all back shop tools.
- Set up all machinery and perform routine maintenance procedures.
- Adhere to safety procedures regarding the use of tools and equipment.
- Educate Powder House Ski Shop staff and customers about the importance and benefits of regular ski maintenance.
- Maintain a clean, organized, and safe work environment.
- Vacuum, sweep floors, and take out trash daily.

Physical Requirements/ Work Environment

- Must be able to work late nights.
- Continually able to stand/walk for extended periods of time.
- Continually able to reach overhead, bend, squat, kneel, and carry equipment.
- Continually able to walk up and down the staircase, carrying boxes, product, and other necessary shop related items.
- Should possess excellent manual dexterity and fine motor skills.
- Ability to communicate in a fast paced, noisy atmosphere.
- Ability to safely lift up to 55 lbs.

Minimum Qualifications:

- Ski tune and repair experience preferred.
- Must possess a willingness to learn.
- Attention to detail.
- Ability to effectively work with a team.
- Ability to work in a fast paced environment; able to hustle.
- Ability to prioritize and create workflow processes.

- Effective communication skills.
- Excellent organizational skills.
- A passion for winter mountain sports; ski or snowboard experience preferred, but not necessary.

Van Driver

These positions require extensive customer & employee interaction. Van drivers operate on the front lines and should be fun, friendly and courteous. Van drivers are responsible for transporting ski tunes from our Wasatch location to the Alta locations, moving product between our different Alta stores, bringing tunes down to the tune shop at the end of each day. Van drivers are expected to help out in retail and rental shops when they are available and to keep a positive attitude each and every work day.

Daily Responsibilities:

- Arrive at the Wasatch Powder House each morning with ample time to load the van and transport all the skis and product to the upcanyon locations by 8am.
- Effectively use the radio to communicate with each location, prioritizing and managing transfers during the day in a timely manner.
- Take recycling from the various locations to the recycling bins daily.
- Assist with retail and rental operations when available.
- Acknowledge customers quickly and courteously, maintain a positive & cheerful attitude at all times.
- Provide friendly customer service by responding to their questions and recognizing their needs.
- Direct customers throughout the store or to the specific area the customer requests.
- Comply with all industry procedures for adjusting and maintaining rental equipment.
- Complete necessary documentation and paperwork neatly and accurately.
- Adhere to safety procedures regarding use of tools and equipment.
- Answer phone calls & direct customers to the correct personnel.
- Operate the cash register accurately and without error.
- Maintain store image by adhering to the dress and appearance guidelines.

Physical Requirements:

- Continually able to stand/walk for extended periods of time.
- Ability to properly fit boots to bindings and adjust bindings to correct tension.
- Continually able to reach overhead, bend, squat, kneel, and carry products.
- Continually able to walk up and down the staircase, carrying boxes, product, and other necessary store related items.
- Ability to regularly perform store maintenance items: sweep, vacuum, empty trash, clean.
- Ability to safely lift boxes up to 55 lbs.

Minimum Qualifications:

- Must possess a willingness to learn.
- Ability to effectively work with a team.
- Self-Motivated.

- Attention to detail.
- Effective communication skills.
- Excellent organizational skills.
- Accuracy with money handling and register use.
- A passion for winter mountain sports; ski or snowboard experience preferred, but not necessary.
- Industry specific product expertise is preferred but not necessary. We will provide product education and training.