



rabbit hill
snow resort

Job Description

Title

Bus Team Lead

Reports To

Snow School Supervisors and Management

Summary

The Bus Team Lead will be the school group's first point of contact on the bus. You will communicate to the schools the rules and expectations of Rabbit Hill and instruct them on what to do and where to go.

Job Duties

- Promote an excellent school program experience and atmosphere
- Meet school buses upon arrival in a prompt and friendly manner
- Explain the rules and expectations of Rabbit Hill in a way the school children can understand and remember
- Instruct the teachers and students on what to do and where to go
- Help Snow School in different areas when needed
- Learn about School Program offerings
- Perform other duties in other departments as required during downtime between bus loads.
- Follow all policies and procedures set out by management
- Always interact with teachers, students, and fellow staff sensitively, tactfully, diplomatically, and professionally
- Ensure inquiries and complaints are addressed and handled professionally, leaving the schools with a positive resolution. Escalate to the Snow School Supervisor or Manager if needed

Requirements

- Must be at least 18 years old
- Excellent customer service skills
- Must be friendly and outgoing
- Must have previous experience working with children
- Ability to communicate clearly and concisely
- Be willing to attend orientation and training
- Be able to attend department meetings at the prescribed time
- Have a reliable source of transportation
- Ability to work well with children
- Be able to get a vulnerable sector check
- Must have black snow pants and a helmet
- Be able to work outside in below-freezing temperatures for long periods of time
- Be available for work while Rabbit Hill is open for operations (late November to the closing date in March)
- Be able to work between the hours of 8:30 AM till 4:00 PM
- Must be able to work in a fast-paced, exciting working environment

Working Conditions

- Physically demanding job
- Standing and walking for most of the shift
- Working in adverse weather conditions for most of the shift
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting
- Working in a loud and fast-paced environment
- Working in high-traffic areas with potential for collisions with skiers and snowboarders
- Working on variable terrain that could be snowy, hard, icy, or wet