



rabbit hill
snow resort

Job Description

Title

Line Control Attendant

Reports To

Lifts Manager

Summary

The Line Control Attendant plays a vital role in ensuring the safety and efficiency of lift operations at Rabbit Hill. This position involves managing the flow of guests in lift lines, providing excellent customer service, and maintaining a safe environment for all visitors. The ideal candidate will possess strong communication skills, a friendly and outgoing demeanor, and the ability to work in a fast-paced outdoor environment.

Job Duties

- Monitor and manage the flow of guests in lift lines to ensure orderly and efficient boarding.
- Communicate clearly and confidently with guests regarding lift operations, wait times, and safety protocols.
- Assist guests with any questions or concerns, providing exceptional customer service.
- Enforce safety rules and regulations to ensure the well-being of all guests.
- Coordinate with lift operators and other staff to maintain smooth operations.
- Report any incidents or safety hazards to management.
- Assist in maintaining a clean and organized lift area.
- Participate in training sessions and safety drills as required.
- Set up lift area for public use, including putting up signs, maze equipment, garbage's and clean up of the area at the end of the day
- Complete daily safety checks and record on lift logs.
- Assist RFID attendants with ensuring every guest has a valid RFID card.

- Interact with guests and always enforcing Rabbit Hill policies without exception
- Other duties as required

Requirements

- Must be able to perform medium labour duties
- Must be able to work effectively with minimal supervision
- Must be at least 16 years of age
- Must have a friendly and outgoing demeanor
- Strong communication and interpersonal skills.
- Ability to work outdoors in varying weather conditions.
- Must be able to stand for extended periods and perform physical tasks as needed.
- Must be able to work weekends from 10 am – 4 pm, and over Christmas Holidays.
- Must be able to lift up to 50 lbs
- Must be able to attend training in November
- Must be able to start work around mid November
- Must not use cellphones while in public view, on shift.
- Attendants will be provided a uniform jacket. Either this or other Rabbit Hill logoed attire will only be acceptable as uniform.

Working Conditions

- Work is primarily performed outdoors in a ski resort environment, subject to varying weather conditions including cold temperatures, snow, and wind.
- The role requires standing for long periods and may involve walking on uneven terrain.
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Working in a loud and fast paced environment.
- Interacting with guests for entire shift.