



# Job Description

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## Title

Group Program Assistant

## Reports To

Group Services Manager

## Summary

The Group Program Assistant supports the Group Services Manager with daily school groups, helping create a smooth and positive experience for students and guests. This role requires an outgoing, confident, and positive attitude, as well as the flexibility to assist in various departments throughout the day based on coverage needs. The position is physically demanding, involving outdoor work, standing, walking, and lifting. The ideal candidate is energetic, adaptable, and committed to upholding Rabbit Hill's core values through strong service and teamwork.

## Job Duties

- Provide friendly, professional, and positive customer service to all guests, staff, and volunteers.
- Support the Group Services Manager with the arrival and departure of school groups.
- Direct students clearly and confidently, ensuring they know where to go and what to do.
- Distribute rental cards and assist students during the rental process.
- Help in the Rental Shop with measuring students or assisting them with ski and snowboard boots.
- Clean and reset school group areas once groups have left.
- Perform light cleaning and tidying in the lodge and surrounding outdoor areas, including picking up litter in the parking lot and pathways.

- Offer support to other departments—such as Lifts, Rental Shop, or Snow School (non-instruction roles)—when additional coverage is needed.
- Assist with occasional administrative tasks, such as printing, laminating, and basic data entry.
- Support staff events and internal activities as needed.
- Follow all Rabbit Hill policies, procedures, and safety guidelines.
- **Model and promote Rabbit Hill's core values—Accountability, Innovation, Adaptability, Passion, and Community—through daily actions, guest interactions, and teamwork.**
- Perform other duties as assigned.

## Requirements

- Minimum 18 years of age with weekday daytime availability (Monday to Friday).
- Reliable personal transportation (no public transit access to Rabbit Hill).
- Positive, outgoing attitude with the ability to speak clearly and loudly to large student groups.
- Physical capability to stand, walk, kneel, lift, and perform repetitive motions throughout the day.
- Comfortable working outside in all winter weather conditions.
- Ability to remain calm, positive, and efficient in loud, fast-paced environments.
- Adaptability to shifting tasks, schedules, and work areas. Comfortable supporting multiple departments.
- Strong communication skills with the ability to collaborate across teams and interact effectively with guests.
- Good time-management skills, with the ability to prioritize tasks and stay productive.
- Previous experience in the ski industry, working with children, or in a service-oriented role is an asset.

## Working Conditions

- Frequent outdoor work in varied winter weather conditions.
- High-traffic, noisy environments.
- Standing and walking for the majority of the shift.
- Regular bending, kneeling, twisting, reaching, and lifting.
- Lifting up to 30 lbs.