



# Job Description

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## Title

Lift Operator

## Reports To

Lifts Manager

## Position Summary

Lift Operators play a vital role in delivering a safe, enjoyable, and memorable experience for all guests at Rabbit Hill Snow Resort. This hands-on, guest-facing position requires strong customer service skills, physical endurance, and a safety-first mindset. Operators are responsible for the safe loading and unloading of lifts, maintaining clean and functional lift areas, and ensuring efficient daily operations.

## Key Responsibilities

- Prepare lift areas for operation, including setup of signage, queue maze equipment, garbage bins, and other safety materials.
- Greet and assist guests while safely loading and unloading lifts, always following Rabbit Hill's safe work procedures.
- Conduct daily lift safety inspections and accurately complete lift logs.
- Assist RFID attendants in verifying all guests have valid RFID access cards.
- Perform ongoing snow maintenance including sweeping, shoveling, ice chipping, and roof raking to maintain safety.
- Interact with guests in a friendly, professional manner and ensure Rabbit Hill policies are upheld at all times.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, team support, and guest interactions.
- Support other team members and departments with additional tasks as needed.

## **Requirements**

- Must be at least 15 years of age.
- Ability to perform medium-duty physical labor, including lifting up to 50 lbs.
- Comfortable working outdoors for long periods in cold, snowy, or variable weather conditions.
- Strong customer service and communication skills.
- Friendly and professional attitude with the ability to stay calm under pressure.
- Must be dependable, self-motivated, and able to work independently.
- Availability for flexible shifts, including weekends, evenings, and holidays.
- Must complete mandatory training modules before any shifts are given.
- Must be available to begin work in mid-November.
- Use of cellphones is prohibited while operating or supervising lifts or when in view of guests.

## **Working Conditions**

- Extended standing and walking during shifts.
- Frequent bending, twisting, kneeling, pushing, pulling, and lifting.
- Primarily outdoor work environment with exposure to winter elements including snow, wind, and cold temperatures.
- Exposure to noisy, high-traffic guest areas.
- Use of cleaning tools and physical snow removal equipment.
- A uniform jacket is provided. While on duty, only Rabbit Hill-branded attire or solid black clothing is permitted. Clothing with other logos is not allowed.