



Job Description

Title

Line Control Attendant

Reports To

Lifts Manager

Position Summary

The **Line Control Attendant** plays a critical role in ensuring safe, efficient, and guest-friendly lift operations at Rabbit Hill Snow Resort. This front-line position is responsible for managing the flow of guests in lift lines, maintaining safety protocols, and creating a positive guest experience. Ideal candidates are approachable, confident communicators who can thrive in a fast-paced outdoor environment while consistently upholding Rabbit Hill's standards for service and safety.

Key Responsibilities

- Monitor and manage guest flow in lift lines to ensure orderly, efficient boarding and minimize waiting times.
- Communicate clearly and confidently with guests about lift operations, wait times, and safety protocols.
- Provide friendly and professional customer service, answering questions and addressing concerns.
- Enforce all safety rules, resort policies, and procedures to protect guests and staff.
- Coordinate with lift operators, RFID attendants, and other team members to ensure seamless lift operations.
- Report any safety hazards, concerns, or incidents to management promptly.
- Assist with maintaining a clean, organized, and hazard-free lift area.
- Set up lift areas for public use, including signage, maze equipment, and garbage bins, and ensure thorough cleanup at the end of the day.
- Conduct daily safety checks and complete required lift logs accurately.
- Assist RFID attendants with validating guest RFID cards.

- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, teamwork, and guest interactions.
- Participate in training sessions, safety drills, and ongoing development as required.
- Perform other duties as assigned to support lift operations and guest services.

Requirements

- Must be at least 16 years of age.
- Friendly, outgoing, and confident demeanor.
- Strong communication and interpersonal skills.
- Able to perform medium-duty physical tasks, including lifting up to 50 lbs.
- Comfortable working outdoors in varying weather conditions.
- Able to stand for extended periods and perform repetitive physical tasks.
- Must work effectively with minimal supervision.
- Availability to work weekends, during the Christmas holiday period, and additional shifts as needed.
- Must complete mandatory training modules before any shifts are given.
- Must be available to start work by mid-November.
- Cell phone use is prohibited while on duty or in public view.

Working Conditions

- Primarily outdoor work in a dynamic ski resort environment, exposed to varying weather conditions such as cold, snow, and wind.
- Extended standing and walking on uneven or slippery surfaces.
- Frequent physical activity including reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Work in a loud, fast-paced, high-traffic environment.
- Constant guest interaction throughout the shift.
- 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.