



Job Description

Title

Pro Patrol

Reports To

Pro Patrol Manager

Position Summary

The **Pro Patroller** plays a key role in ensuring the safety, well-being, and positive experience of all guests, staff, and volunteers at Rabbit Hill Snow Resort. As a front-line responder, the Pro Patroller enforces the **Alpine Responsibility Code** and Rabbit Hill's policies, responds promptly to incidents, and works proactively to maintain a safe environment across the resort.

This role requires a calm, mature approach in a fast-paced environment, excellent decision-making skills, and the ability to prioritize multiple high-level tasks. A friendly demeanor, professionalism, and a strong focus on guest safety are essential. **EMR certification and/or previous Ski Patrol experience are required.**

Key Responsibilities

- Provide first aid, medical assessments, and treatment for guests, staff, and volunteers, following Rabbit Hill's policies and procedures.
- Accurately complete accident reports, incident investigations, and other required documentation.
- Monitor, identify, and mitigate hazards across all ski and snowboard areas and resort property.
- Inspect trails, features, and terrain to ensure safe conditions, open and close trails as necessary.
- Operate radios and communication devices according to Rabbit Hill protocols.

- Monitor, document, and maintain emergency equipment, including AEDs, first-aid kits, and medical supplies.
- Assist with property-wide emergency response and evacuations when required.
- Implement safety protocols to maximize the safety of guests, team members, and yourself.
- Support compliance with Occupational Health and Safety (OH&S) standards; work with the safety committee to promote a culture of safety across the resort.
- Enforce guest discipline procedures in a respectful and professional manner.
- Always interact with guests and staff in a positive, courteous, and professional way.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, decision-making, and guest interactions.
- Perform other duties as assigned by supervisors or management.

Requirements

- Must be at least 18 years of age.
- Advanced First Aid or EMR certification required, with valid CPR Level C and AED certification.
- Intermediate or higher ski/snowboard ability required.
- Valid Class 5 driver's license and reliable transportation.
- Prior professional patrol experience is an asset.
- Strong ability to handle emergency situations with professionalism and calm under pressure.
- Snowmobile operation experience is an asset.
- Manual dexterity to operate equipment safely and efficiently.
- Must be physically capable of lifting up to 125 lbs. (with assistance) and carrying up to 50 lbs.
- Availability for training from late October to early November, weather dependent.
- Willingness to work outdoors in all weather conditions.

Working Conditions

- Physically demanding role with exposure to cold, snowy, and adverse weather.
- Extended periods of outdoor work with the risk of inherent skiing and snowboarding injuries.
- Possible exposure to infectious diseases and minor medical hazards (e.g., needle-stick injuries).
- Periods of standing, kneeling, bending, twisting, pulling, pushing, and lifting.
- High guest interaction and active involvement in high-pressure situations.