



# Job Description

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## Title

RFID Attendant

## Reports To

Lifts Manager

## Position Summary

The **RFID Gate Attendant** plays an important role in delivering a safe, smooth, and welcoming guest experience at Rabbit Hill Snow Resort. This front-line position assists guests as they access lifts through the RFID gates, ensures policies are followed, and provides friendly customer service in a dynamic outdoor environment. Attendants are expected to promote Rabbit Hill's standards of service, safety, and community while maintaining a professional and approachable demeanor.

## Key Responsibilities

- Greet and assist guests at the RFID access gates, ensuring a friendly and comfortable atmosphere.
- Monitor RFID gates and help guests navigate the access system effectively.
- Provide information and answer guest questions regarding lift access and resort operations.
- Marshal lift lines and enforce Rabbit Hill policies and safety procedures without exception.
- Maintain positive interactions with both guests and team members.
- Follow all operational policies and procedures as directed by management.
- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, team support, and guest interactions.
- Perform other duties as assigned to support lift operations and overall guest experience.

## **Requirements**

- Friendly, professional attitude with strong customer service skills.
- Excellent communication and interpersonal abilities.
- Capable of working independently with minimal supervision.
- Comfortable working outdoors in varying weather conditions.
- Physically fit and able to perform light to medium labor duties, including lifting up to 50 lbs.
- Must be at least 15 years of age.
- Reliable attendance for scheduled shifts, including weekends and holidays.
- Must complete mandatory training modules before any shifts are given.
- Must be available to start mid-November.
- Cell phone use is not permitted while on duty or in public view.

## **Working Conditions**

- Extended periods of standing, walking, and monitoring lift access points.
- Frequent physical activity including reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Primarily outdoor work in cold, snowy, or windy conditions.
- Interaction with guests throughout the entire shift in a busy resort environment.
- 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.