



Job Description

Title

Terrain Park Patrol

Reports To

Terrain Park Manager

Position Summary

The **Park Patrol** team is responsible for the daily maintenance, safety, and operations of Rabbit Hill's three terrain parks. This hands-on role ensures that all features are properly maintained, hazards are minimized, and guests have a safe and enjoyable experience. Park Patrol also monitors guests for appropriate use of the parks, including valid lift access, required equipment, and suitable ability levels.

This position demands strong attention to detail, a proactive approach to safety, and the ability to interact positively with guests of all ages and abilities.

Wage

\$16.00 per hour

Key Responsibilities

- Perform daily maintenance of terrain parks, including raking, waxing, inspecting for damage, shoveling, and checking snow conditions.
- Monitor and check all guests (including school groups) for valid lift tickets, helmet use, leashes, and appropriate skill level and park knowledge.
- Test features in a safe and controlled manner when necessary.
- Set up, maintain, and remove features, signage, and fencing to ensure a safe environment.

- Identify and minimize hazards proactively while adhering to Rabbit Hill's risk management protocols.
- Follow all policies and procedures established by management.
- Coordinate with snowcat operators for evening and night builds or maintenance.
- Maintain the cleanliness and organization of the terrain park shack, decks, and park areas.
- Always interact in a professional, friendly, and positive manner with guests, staff, and volunteers.
- Operate vehicles safely in accordance with Rabbit Hill procedures.
- 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 required to support park operations and overall guest experience.

Requirements

- Must be at least 18 years of age.
- Availability for rotating shifts: day (8:30 AM – 4:30 PM) and night (3:00 PM – 11:00 PM).
- Punctual and reliable with a dependable mode of transportation.
- Passion for riding and promoting a positive atmosphere in the park.
- Strong interest in terrain park operations, maintenance, and the build process.
- Solid understanding of park etiquette and ability to communicate safety standards to guests.
- Strong work ethic with a responsible, team-oriented attitude.
- Previous terrain park experience is an asset.
- Above-average customer service skills.
- Ability to work independently and as part of a team.
- Intermediate to advanced snowboarding or skiing ability is preferred.
- Comfortable working outdoors in all weather conditions.
- Physically fit and able to perform medium labor duties, including lifting up to 50 lbs.
- Willingness to work late shifts for park builds when required.
- Experience working with machinery or park building is an asset but not required.
- Must be able to rake and shovel snow for extended periods.
- Must be able to start work as soon as possible.

Working Conditions

- Physically demanding, hands-on outdoor role.
- Combination of day and night shifts.
- Extended periods of standing, walking, riding, and manual labor.
- Exposure to adverse weather conditions such as cold, snow, wind, and ice.
- Frequent bending, kneeling, twisting, reaching, pulling, pushing, and lifting.
- Working in high-traffic areas with the potential for skier/snowboarder collisions.
- Working on varied terrain, including snow, ice, and wet or hard-packed surfaces.
- Occasional work near heavy machinery during build operations.