rabbit hill
snow resort

JOB DESCRIPTION

Line Control Attendant

REPORTS TO	Lift Operations Manager
DEPARTMENT	Lift Operations
POSITION TYPE	Seasonal, Part-Time
WAGE	Part-Time: $15 per hour to start.
SCHEDULE	Fridays, Saturdays, Sundays, and busy holidays; additional shifts as needed. Start by mid-November.

POSITION SUMMARY

The Line Control Attendant keeps lift lines safe, efficient, and guest-friendly at Rabbit Hill Snow Resort, managing guest flow, communicating wait times and safety protocols, and coordinating with the lift team. The ideal candidate is approachable and confident, thriving in a fast-paced outdoor environment while upholding Rabbit Hill's values — Accountability, Innovation, Adaptability, Passion, and Community— into every guest interaction.

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.
- Able to work effectively with minimal supervision.
- Available to work weekends, over the Christmas holidays, and some additional shifts as needed.
- Be reliable and punctual — arriving late or missing a shift without notice puts real strain on your team and other departments who have to cover the gap.
- Must complete mandatory training modules before any shifts are given.
- Must be available to start work by mid-November.
- Use of cellphones is prohibited while on duty, operating or supervising equipment, or in view of guests.
- Reliable personal transportation required. Our location is not served by public transit and taxi service can be unreliable.

JOB DUTIES

- Model and promote Rabbit Hill's core values — Accountability, Innovation, Adaptability, Passion, and Community — through daily actions, teamwork, and guest interactions.
- 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.
- 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.
- Report hazards, incidents, or safety concerns to a supervisor or manager promptly.
- 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.
- Be willing to assist other departments as needed, especially during peak periods.
- Perform other duties as assigned by a supervisor or manager.

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.