rabbit hill
snow resort

JOB DESCRIPTION

RFID Attendant

REPORTS TO	Lift Operations Manager
DEPARTMENT	Lift Operations
POSITION TYPE	Seasonal; Part-Time or Full-Time
WAGE	Part-Time: $15 per hour to start. Full-Time: $17.50 per hour to start.
SCHEDULE	Part-Time: evenings, weekends, and holidays. Full-Time: daytime and holiday availability. Start mid-November.

POSITION SUMMARY

The RFID Attendant helps deliver a safe, smooth, and welcoming guest experience at Rabbit Hill Snow Resort, assisting guests through the RFID gates and providing friendly customer service in a dynamic outdoor environment. The ideal candidate is approachable and safety-minded, bringing Rabbit Hill's values — Accountability, Innovation, Adaptability, Passion, and Community — into every guest interaction.

REQUIREMENTS

- Part-Time — must be at least 15 years of age and have availability for evenings, weekends, and holidays.
- Full-Time — must be at least 18 years of age and have daytime and holiday availability.
- 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 labour duties, including lifting up to 50 lbs.
- Must have availability to work over the Christmas holidays.
- 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 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, team support, and guest interactions.
- 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.
- 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

- 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.