rabbit hill
snow resort

JOB DESCRIPTION

Custodian / Group Program Assistant

REPORTS TO	Director of Resort Properties and Risk Management, in coordination with the Group Services Coordinator for school program duties
DEPARTMENT	Facilities
POSITION TYPE	Full-Time; Day Shift
WAGE	$19.00 per hour
SCHEDULE	Monday to Friday, 9:00 AM–5:00 PM.

POSITION SUMMARY

The Custodian / Group Program Assistant combines school program support with facility custodial care at Rabbit Hill Snow Resort. The day begins by helping welcome and direct school groups each morning, continues with custodial work throughout the day, and includes supporting school departures and cleaning those areas in the afternoon. The ideal candidate is adaptable and energetic, comfortable moving between guest-facing group support and independent custodial work, and brings Rabbit Hill's values — Accountability, Innovation, Adaptability, Passion, and Community — into daily work.

REQUIREMENTS

- Must be at least 18 years of age.
- Positive, outgoing attitude with the ability to speak clearly and confidently to large student groups.
- Physically capable of lifting and moving up to 35lbs, and performing physically demanding, repetitive tasks throughout the day.
- Comfortable working outside in all winter weather conditions.
- Able to remain calm, positive, and efficient in loud, fast-paced environments.
- Adaptable to shifting between guest-facing group support and independent custodial work.
- Strong communication skills, with the ability to collaborate across teams and interact effectively with guests.
- Good time-management skills, with the ability to prioritize tasks and stay productive.
- Familiarity with WHMIS safety practices is an asset.
- Previous experience in custodial work, the ski industry, working with children, or a service-oriented role is an asset.
- Be reliable and punctual — arriving late or missing a shift without notice puts real strain on your team and other departments who rely on your assistance.
- Valid Class 5 driver's licence and reliable personal transportation required. Our location is not served by public transit, and taxi service can be unreliable.

JOB DUTIES

School Program Support – 9 AM to 11 AM daily

- Model and promote Rabbit Hill's core values — Accountability, Innovation, Adaptability, Passion, and Community — through daily actions, guest interactions, and teamwork.
- Assist with school group arrivals, directing students clearly and confidently so they know where to go and what to do.
- Help school groups store their bags and backpacks neatly on the shelves, and monitor the area for items on the floor, moving any that pose an immediate safety risk.
- Distribute rental cards and assist students during the rental process.
- Help in the Rental Shop by measuring students' shoe size, height, and weight, and assisting with helmet and boot fitting.
- Assist with school group departures and clean and reset those areas once groups have left.
- Offer support to other departments (such as the Rental Shop or Snow School non-instruction roles) when additional coverage is needed.

Custodial Duties – 11 AM to 5 PM daily

- Maintain the lodge and facilities in a clean, safe, and organized condition.
- Perform cleaning duties, including sweeping, mopping, scrubbing, vacuuming, and waste removal, including guest messes as they occur.
- Collect and dispose of garbage and bottle/can recycling throughout the lodge and facilities.
- Clean and tidy outdoor deck areas.
- Regularly clean, sanitize, and restock washrooms to ensure hygiene standards are met.
- Clean windows, mirrors, and walls when necessary to maintain a professional appearance.
- Handle cleaning chemicals and solutions safely and in accordance with training.
- Assist with managing the inventory of cleaning supplies and reporting replenishment needs.
- Clean other buildings on Rabbit Hill property as assigned. Report hazards, incidents, or safety concerns to a manager promptly.
- Wear the required uniform or Rabbit Hill logoed attire while on shift.
- Perform other related duties as assigned by a manager.

WORKING CONDITIONS

- Extended periods of standing and walking during shifts.
- Frequent reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Regular use of cleaning chemicals and equipment.
- Operation of various cleaning machinery and tools.
- Performing tasks on variable surfaces, including slippery or uneven areas.
- Moderate outdoor work in varied winter weather conditions.
- Working in high-traffic, noisy environments.
- Working around large crowds in a dynamic guest environment.
- Occasional exposure to biohazardous materials (e.g., bodily fluids), following proper safety and cleanup procedures.