



HEILIGER HUEGEL SKI CLUB

Lift Attendee

Season: Winter Seasonal

Time: 15-30 hours/week

Compensation: \$14-16/hr depending on qualifications

Hours include weekday evenings, weekends, and Holiday's

Job Summary:

Lift attendees assist passengers in the safe loading and unloading of Heiliger Huegel Ski Clubs chairlift and rope tow, and checks lift ticket validity, while providing excellent customer service by interacting with all lift passengers, club members and guests. Must be 18 years of age.

Role Clarity is as follows:

- Assist all passengers in the safe loading and unloading of the ski lift
- Provide instruction and superior customer service by interacting and talking to all lift passengers, members, and guests
- Stall chairs to ensure the comfort and safety of passengers loading the lift
- Slow or stop the lift as necessary to ensure passenger safety
- Maintain load and unload ramps and areas around all lift stations by shoveling and/or raking snow
- Ensure all chairs are clear of snow or ice before loading passengers
- Identify potential hazards and report them immediately
- Be familiar with all policies, procedures and rules regarding operating and riding a ski lift and ensure that these are followed by all members and guest of the Club
- Implement emergency procedures, including contacting Ski Patrol
- Perform daily pre-operation inspections and post-operation shutdown procedures
- Assist in evacuation of a disabled lift
- Check to ensure every skier or snowboarder has a valid day ticket or season pass each time before boarding the lift
- Answer member/guest questions by being familiar with Heiliger Huegel facilities and grounds, or by asking someone who can answer the members/guest's question
- Maintain cleanliness of lift shacks and work area, remove trash when necessary
- Other lift operations duties as assigned

- Assist with custodial duties during operations and when the hill is closed for operation. These duties to include, vacuuming, cleaning of tables, cleaning of bathrooms, garbage removal, stacking of wood as needed, cleaning of outdoor grills and general overall cleanliness of the grounds.

NOTE: *All Heiliger Huegel employees are required to perform alternate functions from time to time, both within and outside of their assigned department.*

Customer Service Expectations: Lift Attendees have significant contact with club members and guests at Heiliger Huegel, as nearly every member/guest on the grounds rides the lifts. It is therefore of utmost importance that the Lift Attendee be friendly, courteous, and professional in accordance with Heiliger Huegel's commitment to providing a superior experience to all members and guests.

Required Knowledge and Skills:

- Good work ethic and dependability
- Excellent customer service & communication skills
- Previous experience appreciated, but not required
- Training will be provided

Physical and Mental Demands:

This position works primarily outside and requires prolonged periods of standing and walking on slippery and/or uneven snow or icy surfaces. Must always remain alert and attentive. Must lift to 50 pounds, and stall chairs up to 400 lbs. traveling up to 400 feet per minute. Shoveling large volumes of snow and/or ice is required.

Work Environment:

This position involves working outside in all weather conditions, including extreme cold, snow, wind, and rain, on varied snow surfaces, and requires being on your feet for most of the scheduled shift. Sometime will be spent inside, but inside time still requires alertness and attention to the lift and passengers. Varying traffic levels mean that some days are extremely busy while other days are much slower.

Heiliger Huegel Ski Club is an equal opportunity employer.

All qualified and interested individuals, please submit application or inquiries to General Manager, Brad Marcouiller at brad@hhsclub.com.