

Position Description

Slope Operations Rentals and Lifts Attendant

SNOWPLANET LIMITED

Role: (description of role)

Description of role

You are key in ensuring our customers have a fun and safe time whilst on the slopes. You will greet all customers into the rental area and will be responsible for issuing their rental equipment. Attention to detail is key to ensure all customers receive equipment that has been tailored their needs. Lift operation is also an important part of this role, ensuring our customers safety during their experience at Snowplanet.

Honouring Snowplanet values is an essential requirement of all roles as we work with our customers:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together.
- Listen and improve.
- Desire to share the experience.
- Providing a safe, clean, and appealing environment

Key Result Areas:

Customer Service: (area)

Responsibilities

- *Deliver friendly and high-quality customer service to all customers.*
- *Ensure all customers are fitted with correct rental gear, ensuring correct sizes, and full adjustments are performed for each customer.*
- *Check for damaged or untidy equipment or areas and take steps to improve them.*
- *Deliver demonstrations on the correct use of rental equipment that are both enjoyable and informative.*
- *Operate lift machinery on the slope in a safe and orderly manner.*
- *Always ensure the safety of our customers whilst in the facility.*
- *Keep the workstation/department clean to ensure a good first impression at all times*
- *Ensure the snow dome remains tidy and in good condition.*

Other: (area)

Responsibilities

- *Ensure the Health & Safety policies are being upheld, so that Snowplanet is a safe place for colleagues and customers.*
- *Report any incidents to the Duty Manager.*
- *Comply with all Snowplanet policies and procedures.*
- *Understand my role and responsibilities in the event of an emergency.*
- *Attend work in full Snowplanet uniform, in a clean and presentable manner.*
- *Ensure the terrain park is safe and in good condition and take steps to improve it.*
- *Assist with the maintenance of equipment/facility as and when required.*
- *Perform any additional duties as requested within your range of competency/ as required by the Duty Manager.*

- *Have fun!*

Health & Safety:

- Actively questions any unsafe working practices and provide operational improvements.
- Reports any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Immediately calls attention to safety concerns, restrictions, and accidents on the snow, with clear information provided.
- Knows what to do in the case of emergency.

Reports to:

Director of Snowsports and Slope Operations

Slope Operations Manager – Rentals/Lifts Division

Key Qualities:

- Well planned
- Steady and consistent
- Diplomatic
- Organised
- Team player
- Excellent communication

I _____ agree to perform the responsibilities outlined in this position description and perform them to the required standards of Snowplanet.

Signature _____ Date _____