



Tubing Park Operator Job Description

DEPARTMENT: Tubing Park
REPORTS TO: Tubing Park Manager
DATE APPROVED: 09.03.2025

FLSA STATUS: Non-Exempt
STATUS: Seasonal
APPROVED BY: Eric Mook

POSITION SUMMARY

The Tubing Park Operator is responsible for the efficient loading and unloading of the lift's passengers. Other responsibilities include guest relations, ticket security, crowd control, completion of operation logs, monitoring of drive and tension terminal machinery, correct handling of emergency situations, and the performance of assigned tasks not necessarily related to this specific job, but essential to the successful operation of the resort. Takes initiative to get tasks completed accurately and proficiently and is someone who doesn't understand the term "not my job."

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended as general illustrations of the work in this classification and are not all-inclusive of the specific position.

- Carry out lift start up procedures. Procedures include checking of drive and return terminal machinery, stops, speed controls, indicator lights, switches, brakes, etc.
- Ensure guests get themselves and their gear on lift safely by assisting in loading onto moving surface and explaining procedures to inexperienced passengers. Maintain an orderly crowd flow in the lift and lane lines. Ensure all guests have and are wearing the proper ticket.
- Aid guests getting off the lift by watching guests exit the lift and give assistance to those who need it.
- Monitor the operation of the lift continually, correct problems by notifying supervisor or lift maintenance of problems or unsafe conditions.
- Pick up dropped clothing, or other belongings for guests and return them to the owner or take to lost and found.
- Greet or acknowledge all guests throughout the session as they enter or exit the lift.
- Provide superior service to guests (internal and external) by following resort etiquette guidelines while interacting with guests. Be knowledgeable of resort services in order to be able to respond to guest inquiries. Respond to all guests and employees in a courteous, efficient manner.
- Monitor tubing lanes and help guests adhere to the safety rules and maintain crowd control.
- Snow removal with various hand tools especially around the lift.
- Completion of daily lift logs per session or operator change.
- Perform assigned tasks not necessarily related to this specific job, but essential to the successful operation of the resort.

EDUCATION and/or EXPERIENCE

Minimum 18 years of age. Customer service experience preferred. Fluent in any language other than English is considered a plus.



How You'll Succeed

At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

Boyne Resorts core values are as follows and to be more specific in this role you will:

1. Long Term Thinking – Work with the team daily to impact our guests' experience in a positive way. Our guests love to come back if they have a great time. Our team strives to create happy guests that will continue to visit for years into the future.
2. Excellence in Execution – Provide a safe and well monitored area for our tubing guests to enjoy their time in the park. Our goal is to make sure the lanes are safe and clear slide zones.
3. Attitude is Everything –Greet guests with a warm smile and engage if appropriate. Our team is all about being friendly. Having a great attitude and a mindset to help is key to success.
4. Develop Great People – Learn people and service skills that will last a lifetime. We help develop skills that will apply to more than just your work life.
5. Serve First – Serve our guests with intentionality. How you interact with a guest can make all the difference in their visit. Being helpful almost always starts with saying hello.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move more than 50 pounds. This includes moving furniture, setting up of operation, snow removal, and keeping work areas neat, clean, and organized.

Activity Requirements:

Standing for extended periods – Constantly
Walking on moving/icy surfaces – Often
Lifting equipment up to 40 pounds – Regularly
Bending and reaching for maintenance – Regularly
Quick physical response to emergencies – Often
Repetitive bending to assist guests – Often
Sustained visual concentration – Constantly

WORK ENVIRONMENT

Tubing Park Operators are outside for the majority of the shift with partial cover. Snoqualmie Pass is a mountain ski resort where snow and rain are expected. Please be aware that this occasionally creates uneven surfaces, ice and challenging terrain. Preparing thoughtful clothing and footwear will help you stay warm, dry and safe.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

**Equal Opportunity Employer**

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (*all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summiti90.com to request accommodations during the application process.