Tubing Park Check-In Agent

Job Description

DEPARTMENT:	Tubing Park	**FLSA STATUS:**	Non-Exempt
REPORTS TO:	Tubing Park Manager	**STATUS:**	Seasonal
DATE APPROVED:	10.07.2026	**APPROVED BY:**	Eric Mook

ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpental within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.
The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

POSITION SUMMARY

The Tubing Park Check-In Agent provides front-line customer service and Point of Sale support for Tubing Park guests. Reporting to the Tubing Park Manager and taking day-to-day direction from the Arrivals Supervisor and Check-In Lead, this role processes admissions and other transactions, maintains supplies, and answers guest questions. Success means providing accurate, efficient service while helping keep the Welcome Center organized and welcoming.

HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

This role is expected to model and reinforce Boyne Resorts L.E.A.D.S. values at every level of the organization

1. **Long Term Thinking:** Support repeat visitation by helping create a consistent, accurate, and welcoming Check-In experience.
2. **Excellence in Execution:** Process transactions accurately, maintain supplies, and complete setup, closing, and cleaning tasks as assigned.
3. **Attitude is Everything:** Greet guests positively and remain helpful and composed during busy or stressful periods.
4. **Develop Great People:** Follow direction, communicate clearly, and support teammates as Check-In needs change throughout the day.
5. **Serve First:** Answer guest questions and escalate concerns when additional support is needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below are organized under the Boyne L.E.A.D.S. value each most directly reflects. Only keep the value headings that have genuine content for this role — delete any that don't apply rather than padding them.

Long Term Thinking

- Accurately process Tubing Park admissions and other Point of Sale transactions.

Excellence in Execution

- Assist with setup and closing of the Welcome Center and surrounding areas.
- Receive payment by credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Maintain adequate supplies at assigned Point of Sale stations.
- Proficiency in point-of-sale system for both check-in and food & beverage (training available).
- Snow removal with various hand tools.

Attitude is Everything

- Greet customers entering the Tubing Park.
- Answer customers' questions and provide information on procedures or policies.

Develop Great People

- Follow direction from the Arrivals Supervisor and Check-In Lead.

Serve First

- Assist guests and escalate concerns when additional support is needed.

QUALIFICATIONS

Required

- Excellent communication and customer service skills.
- Must be at least 16 years of age.
- Basic computer experience.
- Ability to multitask in a fast-paced and sometimes stressful environment.

Preferred

- Customer service experience, both in person and on the phone.
- Fluency in a language other than English.

EDUCATION AND EXPERIENCE

Customer service experience, both in person and on the phone, preferred. Basic computer experience required, along with the ability to multitask in a fast-paced and sometimes stressful environment.

PHYSICAL DEMANDS

- Regularly communicates with guests and employees and frequently stands, walks, and sits, with repetitive hand and wrist movement and sustained visual concentration. Must be able to regularly lift or move up to 10 pounds, frequently up to 25 pounds, and occasionally more than 50 pounds while completing supply, setup, cleaning, and snow-removal tasks.

WORK ENVIRONMENT

Tubing Park Check-In Agents work primarily indoors but may be required to work outside for short periods. Snoqualmie Pass conditions regularly include snow, rain, uneven surfaces, ice, and challenging terrain, so appropriate clothing and footwear are required.

BENEFITS

- FT/PT Seasonal
    a. 401(k) retirement plan with employer match
    b. Ski and snowboard pass for employee and dependents across the Boyne Resorts network
    c. Sick Pay and holiday pay
    d. Access to Boyne Resorts employee programs, resort discounts, and professional development resources

ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

HOW TO APPLY

Submit a resume and cover letter to through job posting on https://www.summitatsnoqualmie.com/ . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

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.