



Tubing Park Hill Attendant 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 Hill Attendant has an excellent sense of humor, can handle difficult situations with a calm caring manner and knows what it takes to go “*above and beyond*” for our guests. This position provides top-level customer service with guests face to face. Responsible for facilitating the flow of guests in the tubing lane and monitoring areas for safety. 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.

- Help with daily setup and breakdown of the Tubing Park
- Assist customers by providing information and resolving their complaints.
- Greet or acknowledge guests in your area in a friendly manner.
- Answer guest questions and provide information on procedures or policies.
- Maintain work area by adjusting signs and barriers.
- Dispatch and Return tubes. Tubes should be stacked and organized neatly.
- Watch for lost and found items and help guests retrieve lost or dropped belongings.
- Collect garbage and debris in work areas.
- Monitor guests for safety and appropriate tickets.
- Snow removal with various hand tools.

QUALIFICATIONS

- Must have excellent communication and customer service skills.
- Position requires Candidate to be over the age of 16.

EDUCATION and/or EXPERIENCE

Customer service experience preferred. Fluent in any language other than English 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 housing operation, snow removal, maintenance duties and repairs, and keeping work areas neat, clean, and organized.

Activity Requirements:

Standing for extended periods – Constantly
Walking on icy hill slopes – Often
Climbing uphill terrain – Regularly
Lifting tubes up to 25 pounds – Often
Bending and kneeling frequently – Often
Quick movement to assist guests – Often
Sustained visual attention – Constantly
Repetitive lifting and carrying – Often

WORK ENVIRONMENT

Tubing Park Hill Attendants are outside for the majority of the shift. 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.