



Tubing Park Operator Job Description

DEPARTMENT: Tubing Park
REPORTS TO: Tubing Park Manager
DATE APPROVED: 10.07.2026

FLSA STATUS: Non-Exempt
STATUS: Seasonal
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 Operator supports safe and efficient Magic Carpet operation, including startup checks, loading and unloading, guest flow, operating logs, and equipment monitoring. Reporting to the Tubing Park Manager and taking day-to-day direction from the designated Top or Bottom Hill Lead, Operators may rotate between Operator and Hill Attendant positions as assigned. Success means operating the lift attentively, communicating equipment concerns promptly, and helping guests move safely through the lift area.

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:** Maintain accurate logs and care for guest belongings and operating areas so the lift operation remains consistent from session to session.
2. **Excellence in Execution:** Follow lift startup and operating procedures, monitor equipment continuously, and maintain safe loading, unloading, and crowd flow.
3. **Attitude is Everything:** Greet guests positively and remain patient and helpful while assisting riders with different levels of experience.
4. **Develop Great People:** Follow Lead direction, communicate equipment concerns, and support the Hill team by rotating between positions as assigned.
5. **Serve First:** Respond to guests and employees courteously and efficiently while keeping safety at the center of lift operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Long Term Thinking

- Pick up dropped clothing, or other belongings for guests and return them to the owner or take to lost and found.
- Completion of daily lift logs per session or operator change.



Excellence in Execution

- Assist with lift and Hill setup as directed by the assigned Hill Lead.
- Carry out lift start-up procedures, including checking of drive and return terminal machinery, stops, speed controls, indicator lights, switches, brakes, etc.
- Ensure guests get themselves and their gear on the lift safely by assisting in loading onto the 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 lift operation continually and notify the assigned Hill Lead, Hill Supervisor, or Lift Maintenance of problems or unsafe conditions.
- 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.
- Perform assigned tasks not necessarily related to this specific job, but essential to the successful operation of the resort.

Attitude is Everything

- 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.

Develop Great People

- Be knowledgeable of resort services in order to be able to respond to guest inquiries.
- Follow direction from the designated Top or Bottom Hill Lead.
- Rotate between Operator and Hill Attendant positions as assigned.
- Communicate operational or equipment concerns to the assigned Hill Lead.

Serve First

- Respond to all guests and employees in a courteous, efficient manner.

QUALIFICATIONS

Required

- Must be at least 18 years of age.

Preferred

- Customer service experience.
- Fluency in a language other than English.

EDUCATION AND EXPERIENCE

Minimum 18 years of age. Customer service experience preferred.

PHYSICAL DEMANDS



- Stands for extended periods and frequently works on moving or icy surfaces, bends and reaches to assist guests, and must be able to respond quickly during emergencies. Must be able to regularly lift equipment up to approximately 40 pounds while maintaining sustained visual attention to lift operations.

WORK ENVIRONMENT

Tubing Park Operators work outside for the majority of the shift with partial cover. 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.

