

## **Terrain Park Attendant Job Description**

### **Terry Peak Ski Area**

**Lead, SD 57754**

#### **Job Summary:**

The Terrain Park Attendant helps to monitor and maintain the terrain features in the freestyle park and other locations where applicable. Works to enhance safety measures and preserve park signage, closures, trail markings, fencing, and banner tape. The attendant acts as host regarding crowd supervision, safety awareness education, Freestyle Terrain etiquette, and guest relations.

#### **Job Requirements:**

- Resorts should comply with state law. In some states, employees must be at least 18 years old.
- Must be a competent skier or rider. Prior experience with riding or working in a Terrain Park is preferred.
- Ability to read or comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- An employee must meet the physical demands described here to perform the essential functions of this job successfully. The employee must occasionally lift to 50 pounds.

#### **Duties Include:**

- Install and maintain park signage, closures, trail markings, fencing, and banner tape.
- Monitoring terrain features by visual inspection and testing according to company policy
- Maintaining ongoing monitoring and maintenance of terrain features and equipment in the parks.
- Must assist with special events, including set-up and maintenance of equipment.
- Participate in user education and training.
- Due to the many variables that affect Winter resort operations, such as weather and number of guests, occasionally, employees may be asked to perform other duties or assist in efforts outside their primary area of responsibility as needed.

#### **Maintaining Customer Relations:**

- Reflect a strong customer relation attitude.
- Verbal contact with people is essential. Must be able to ask questions, give instructions, & directions, as well as be able to communicate with guests positively.
- Be able to deal with a variety of situations that arise daily. Based on performance, supervising activities could be assigned.
- Represent the mountain on a first-name basis. Please get to know your customers and ensure they re-visit by providing a friendly atmosphere.
- Maintain a basic knowledge of the general information about Terry Peak or direct the customer to where they need to go to answer their questions.

#### **Working Conditions:**

Park Attendant is primarily an outside position dealing directly with the public. The Park Attendant needs to have appropriate clothing for a variety of winter-type weather. Good boots and gloves are necessary. Terry Peak provides uniforms that must be worn when on duty. Understand that helping in other departments when needed may be required. Adhere to company Policies as described in the Employee Handbook.

Part/Full-Time Seasonal Position