

Lift Operator Supervisor Job Description

Terry Peak Ski Area

Lead, SD 57754

Job Summary:

Accountable for all lift operation scheduling, lift operator training, maintaining safe operating conditions, and providing direct customer service.

Essential Duties and Responsibilities:

- Train Lift Operators to:
 - Maintain safe and efficient loading and unloading ramps & mazes
 - Maintain and repair the loading and unloading ramps & mazes to specification
 - General housekeeping of the outside lift area, lift shacks, locker rooms, and mountain
 - Monitoring performance of the lift operations on a daily bases
 - Preparation of necessary paperwork as needed to ensure efficient and safe operations for the customers
 - Assist lift maintenance as needed
 - Maintain knowledge of daily ticket types and season passes
 - Check tickets – Every daily ticket and season pass must be physically scanned each time upon entering the loading area
 - Train operators to maintain a high level of customer service and to be knowledgeable about Terry Peak.

Maintaining Customer Relations is required:

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

Basic Requirements:

- Must be 18 years old or older
- Previous Experience or Training Preferred: Must attend mandatory in-house training.
- Must be able to train lift operators: Properly load the lifts, check passes, start and stop the lifts as directed, and handle situations in a calm, supportive manner. Be able to lift 40 lbs, withstand environmental conditions for long periods of time.

Working Conditions:

Lift operations is primarily an outside position dealing directly with the public. A lift operator needs to have appropriate clothing for a variety of winter-type weather. Good boots and gloves are necessary. A uniform jacket is provided by Terry Peak and must be worn when on duty.

Smoking is NOT allowed at any lifts, outside, or inside the shack anytime by employees or customers.

(Subject to management discretion and business activity levels.)