

## **Lift Operator Job Description**

**Terry Peak Ski Area**

**Lead, SD 57754**

### **Job Summary:**

Terry Peak lift attendants are often the only Terry Peak employees our guests are exposed to; therefore, exhibiting exceptional customer service skills is essential. Ensuring all guests load and unload the chairlifts safely is imperative. Keeping the lift shacks and the loading and unloading ramps maintained, clean, and organized is required. The lift ticket-checking process must be completed as designated by the supervisor.

### **Job Requirements:**

- Must be 18 years old or older.
- Previous Experience or Training Preferred: Must attend mandatory in-house training.
- Supervision will be established in training sessions.
- Problem Solving: Must be able to properly load the lifts, check pass status, start and stop the lifts as directed, and handle situations in a calm, supportive manner. Be able to lift 40 lbs. and withstand environmental conditions for long periods.

### **Duties Include:**

- Maintain safe and efficient loading and unloading ramps and mazes.
- Maintain and repair the loading and unloading ramps and mazes to specification.
- General housekeeping of the outside lift area, lift shacks, locker rooms, and mountain.
- Lift Operators must monitor the daily performance of the lift operations.
- Preparation of necessary paperwork to ensure efficient and safe operations for the customers.
- Assist lift maintenance as needed.
- Maintain knowledge of daily ticket types and season passes.
- Basic knowledge of the ticket scanning program –tickets will be automatically scanned upon entering the loading area at Kussy, Surprise& Stewart, manually checked at Coeur.

### **Maintaining Customer Relations is required:**

- Reflect a strong customer relation attitude.
- Verbal contact with people is essential. Must be able to ask questions, give instructions, & directions, and 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:**

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. 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.

**Employee smoking or vaping is allowed only in designated areas only. Smoking is NOT permitted at any lifts, outside or inside the shack, anytime by employees or customers.**

Part/Full-Time Seasonal Position