

Risk Manager / Safety Coordinator Job Description
Terry Peak Ski Area
Lead, SD 57754

Job Summary:

The Risk Manager is responsible for developing, promoting, and maintaining a safe and healthy work environment for both guests and employees by implementing industry-recognized safety standards and best practices. This role works closely with department supervisors across the resort to foster a strong culture of safety, identify and mitigate potential risks, and ensure compliance with established safety procedures. The Risk Manager maintains accurate records, incident reports, and safety logs, and proactively addresses hazards and recommends corrective actions. Success in this position requires strong organizational skills, attention to detail, effective communication, and the flexibility to assist in other operational roles as needed to support resort operations.

Skill Requirements:

- Risk management experience preferred but not required.
- Proficient in Microsoft Office applications and database management systems.
- Ability to ski and/or snowboard at Terry Peak.
- General knowledge of safety training programs and a willingness to implement and support National Ski Areas Association (NSAA) safety training initiatives.
- Available to work during peak operating periods, including nights, weekends, holidays, and special events.
- Knowledge of ski area litigation, claims adjusting, and insurance claims management is preferred.
- Ability to be on call and respond to operational needs as required.
- Demonstrates a positive, solution-oriented attitude with strong judgment and decision-making skills.
- Supports and adheres to established company policies, procedures, and safety standards.
- Maintains the highest level of personal and professional integrity, honesty, and confidentiality.
- Handles sensitive and confidential information in accordance with corporate privacy policies.
- Maintains a professional appearance and complies with company grooming standards.
- Possesses a valid driver's license with no restrictions and meets company insurability requirements.
- Responsible for maintaining accurate records and reports related to property liability claims, workers' compensation claims, incident investigations, and other required documentation.

Duties and Responsibilities:

- Develop, implement, and maintain comprehensive risk management and safety programs across all resort operations.
- Identify, assess, and mitigate risks related to guest activities, employee safety, facilities, and property.
- Coordinate incident investigations, including documentation, reporting, and follow-up actions.
- Ensure compliance with all applicable local, state, and federal safety regulations and standards.
- Maintain knowledge of and ensure compliance with workers' compensation, Safety Data Sheet (SDS), and OSHA requirements.
- Partner with department supervisors and managers to promote consistent safety practices and employee training, and ensure training content remains accurate, relevant, and up to date.
- Organize and facilitate Safety Committee meetings, including documenting findings, recommendations, and corrective actions.
- Manage insurance claims and collaborate with insurance carriers, legal counsel, and other stakeholders as needed.
- Develop, implement, and annually review liability releases, acknowledgments, and waiver systems in accordance with company policies and management approval.

- Coordinate vendor agreements, including non-disclosure agreements (NDAs) and Certificates of Liability Insurance.
- Collaborate with Mountain Operations to address safety concerns, signage requirements, and hazard mitigation efforts.
- Review, inspect, and document all ski area signage annually to ensure compliance with Terry Peak standards and current ski and snowboard industry guidelines.
- Develop, coordinate, and deliver safety training programs for employees across all departments.
- Track and monitor completion of required safety, compliance, and operational training programs.
- Monitor training compliance and prepare reports for leadership and regulatory agencies as required.
- Evaluate the effectiveness of training programs and recommend improvements to enhance employee knowledge and safety outcomes.
- Promote a culture of safety awareness, accountability, and continuous improvement throughout the resort.
- Conduct and document monthly inspections of all resort facilities and operations.
- Communicate safety policies, procedures, updates, and expectations effectively to employees and leadership.
- Serve as a key leader during emergency situations, ensuring effective coordination, communication, and response efforts.
- Participate in weekly leadership meetings and contribute to operational planning and decision-making.
- Provide operational support and assist in other departments as needed to support resort operations.

Working Conditions:

The Terry Peak Risk Manager /Safety Coordinator position is an indoor and outdoor role that requires frequent interaction with guests, employees, and department leaders. The Risk Manager/Safety Coordinator is responsible for continuously observing, inspecting, and evaluating safety conditions throughout the resort, including indoor facilities, outdoor terrain, parking areas, trails, chairlifts, and other operational areas, to identify hazards and manage risk.

This position requires the ability to access and navigate all areas of the resort using various forms of transportation as needed, including walking, skiing, snowboarding, snowmobiling, ATV riding, or other approved methods. The Risk Manager /Safety Coordinator must be comfortable working in changing weather and terrain conditions and be prepared to respond to safety concerns across the property. This role requires flexibility, availability to support resort operations, and a willingness to assist in other departments as needed.

Full-Time Year-Round Position with Benefits