

Terrain Park Supervisor Job Description

Terry Peak Ski Area

Lead, SD 57754

Job Summary

The Terrain Park Supervisor leads the daily operation, monitoring, and maintenance of terrain features in the freestyle park and other designated locations. This position supervises Terrain Park Attendants, coordinates daily park inspections and maintenance, and helps ensure company procedures are followed for park signage, closures, trail markings, fencing, and banner tape. The Supervisor also serves as a visible host in the park, promoting safety awareness, Freestyle Terrain etiquette, crowd management, and positive guest relations.

Job Requirements

- Must meet all applicable state-law and company age requirements. In some states, employees must be at least 18 years old.
- Must be a competent skier or snowboarder. Prior experience riding or working in a Terrain Park is preferred; previous leadership or supervisory experience is strongly preferred.
- Ability to read and comprehend instructions, correspondence, policies, and memos; write routine correspondence; and clearly communicate information and direction to guests and employees in one-on-one and small-group settings.
- Ability to lead a team, assign daily tasks, provide direction and training, address routine operational issues, and communicate concerns to management.
- Must meet the physical demands required to perform the essential functions of the position, including occasionally lifting up to 50 pounds.

Duties & Responsibilities

- Supervise Terrain Park Attendants and coordinate daily assignments, inspections, opening procedures, monitoring, and maintenance activities.
- Install, inspect, and maintain park signage, closures, trail markings, fencing, and banner tape.
- Monitor terrain features through visual inspection and testing in accordance with company policy; document or communicate conditions and corrective actions as required.
- Coordinate ongoing monitoring and maintenance of terrain features and park equipment, and communicate maintenance needs or safety concerns to appropriate departments and management.
- Help train Terrain Park staff on operating procedures, guest interaction, safety awareness, and Freestyle Terrain etiquette.
- Assist with special events, including planning, setup, monitoring, and maintenance of equipment and event areas.
- Participate in guest education and help staff consistently communicate park rules and appropriate terrain-park use.
- Respond to changing weather, snow conditions, guest volume, and other operational needs by adjusting staff priorities and park operations as appropriate.
- Due to the many variables affecting winter resort operations, employees may occasionally be asked to perform other duties or assist outside their primary area of responsibility as needed.

Guest & Staff Relations

- Set the standard for a strong, positive customer-service attitude among Terrain Park staff.
- Communicate clearly and positively with guests and employees, including asking questions, giving instructions and directions, and addressing a variety of situations that arise during daily operations.
- Provide day-to-day supervision, coaching, and support to Terrain Park Attendants and communicate performance or operational concerns to management.
- Represent Terry Peak in a friendly and professional manner. Get to know guests, help create a welcoming atmosphere, and encourage return visits.

- Maintain a working knowledge of general Terry Peak information and services, or direct guests to the appropriate person or department for assistance.

Working Conditions

The Terrain Park Supervisor is primarily an outdoor position with direct interaction with guests and staff. The Supervisor must be prepared to work in a variety of winter weather and snow conditions and have appropriate winter clothing, including suitable boots and gloves. Terry Peak provides uniforms that must be worn while on duty. The position requires flexibility to assist other departments when operational needs require it and adherence to company policies and procedures as described in the Employee Handbook.

Full-Time Seasonal Position