



**Job Title:** Mountain Operations Supervisor  
**Job Code:** 480  
**Department:** Mountain Operations  
**Reports To:** Ski Area Manager  
**Class Code:** 9184  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 20  
**Prepared Date:** 3/29/2007, updated 5/10/11, 4/1/15, 10/2/15, 08/18, 11/18, 9/20

### **SUMMARY**

The Mountain Operations Supervisor will assist the Ski Area Manager in all aspect of the ski area operation, but focusing on Transportation, Parking, Marketing and Special Events, coordinates facility maintenance repairs and custodial work.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Assist and coordinates facility maintenance in and around buildings, also including repairs on hill equipment, buses, parking lots and other equipment or tools.
- Ability to make or coordinate repairs on buildings and equipment.
- Provide excellent customer service to customers, employees and business partners.
- Hire, orient, train, direct, motivate, evaluate, and discipline all assigned staff and oversee work schedules in accordance with Association policies.
- Maintain current knowledge, implement and enforce Association policies, procedures, rules and regulations.
- Assist with group sales and promotional opportunities.
- Act as the "Welcome Ambassador" for groups.
- Assist with planning and implementing of special events.
- Attend and actively participate in weekly ski area meetings.
- Assist with coordination of marketing related mailings and maintains the contact lists.
- Assist in the coordination of entertainment contracts.
- Assist with snow removal including shoveling and clearing snow from walkways, stairs and other areas as needed.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Associate's degree (A. A.) or equivalent from two-year college or technical school and one to two years related experience and/or training in event planning and management, proficiency with Microsoft computer programs and excellent communication and interpersonal skills; or equivalent combination of education and experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Requires possession of valid Class B Driver License with passenger endorsement and a driving record meeting the minimum standards required by the Association insurance carrier.

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises 11 to 12 employees from the host, parking/scanning, and transportation operations. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.