



Job Description

Department: 16 Base Services
Position Title: **350-120 Base Services Manager**
Reports to: VP of Mountain Operations
GM/COO
n/a

Position Summary:

The Base Services Manager manages and oversees the overall operations of the Base Services department which includes personnel and department administration, providing services such as attending the parking lot(s), keeping the base area around the buildings neat and accessible, setting up events...etc. This is a customer service, skiing/driving position. The essential functions of this position include:

1. Be an effective leader within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Responsible for ensuring all forms, tracking, verifications and necessary documenting are executed and accurately completed in a timely manner. This includes, though not limited to requests, training, payroll, time-keeping, fiscal responsibilities, incidents, disciplinary actions...etc.
3. Perform the hiring and termination of approximately 5 to 10 departmental employees.
4. Provide guidance and oversee the efficient scheduling of department staff based on projected skier budget and adjusting to actual requirements as appropriate.
5. Oversee the initial and ongoing training of departmental staff.
6. Provide timely employee feedback, and conduct qualitative performance reviews of department staff on a regular basis.
7. Operate within budgetary constraints for the current season; contribute to departmental budget proposal for the following season.
8. Identify, research and submit departmental capital requests for fiscal review.
9. Work in conjunction with other departments as part of the Monarch team.
10. Develop, review and maintain on a regular basis training materials, manuals, job descriptions and any other documents necessary for the overall success of the department.
11. Prepare and oversee department personnel in the event of an emergency.
12. Identify and train personnel for opportunities within the department for the purpose of retaining valuable and interested employees, and the filling of key positions in the event of a departure.
13. Provide professional solutions and courteous assistance in problem solving for both guests and employees.
14. Monitor and maintain the inventory and condition of department supplies, properties and facilities.
15. Assist with on-mountain special events, activities, demo days...etc., that are scheduled during the operating season, requesting assistance from other departments as needed, ensuring staffing for knowledge and manpower.
16. Manage and oversee department personnel in providing services that include parking, trash and snow removal at base area and on the mountain, lost & found, vehicle assistance, and maintaining picnic tables.
17. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

Requirements Relating to Knowledge, Skills & Abilities:

1. Must be an advanced skier or boarder.
2. Ability to maintain a good attitude, set a positive example and work well with guests and employees.
3. Ability to speak clearly and pleasantly, and communicate in the English language.
4. Ability to motivate, delegate and give direction to employees in a positive and non-condescending manner.

5. Aware of surroundings and the ability to identify, respond quickly and provide professional solutions to situational needs.
6. Excellent English reading and writing communication skills.
7. Good computer and website navigation skills to include Microsoft Office, PowderPlace.com and SkiMonarch.com.
8. Ability to recognize and maintain confidentiality of sensitive materials and situations
9. Working knowledge of ski area liabilities and human resource laws as applicable in the state of Colorado.

Requirements Relating to Education, Certifications & Experience:

1. Colorado Driver's License and good, company insurable driving record required.
2. Preferred two years Base Area Services experience required.
3. Preference of two years supervisory experience required.
4. High School diploma or GED required; a college degree in recreation, administration or other related field preferred.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, as scheduled, and additional time if workload or circumstances require it.
2. Must be available by phone, or able to respond to a call from your supervisor within a reasonable timeframe, while on or off duty.
3. Requires working at high elevation (over 10,000'), and with extended exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
4. Must be able to stop, turn, change directions suddenly, adapt to uneven, varying terrain, and move in both directions on skis or snowboard carrying up to 90 lbs.
5. Requires driving vehicles, including passenger vans, the bobcat and snowmobiles.
6. Requires pushing/lifting up to 90lbs, as in shoveling snow, on a daily basis.
7. Requires stretching, bending, grasping, reaching, working at high places up to 20' off the ground (as in on the roof).
8. Must be at least 21 years of age.