



Job Description

Department: 12 Lift Operations
Position Title: **240-150 Lift Operator**
Reports to: Lift Operations Asst. Supervisor
Lift Operations Supervisor
Lift Operations Manager

Position Summary:

The Lift Operator primarily oversees the smooth and effective operation of an assigned lift station, including the monitoring and operation of lift machinery, training, giving direction and assigning breaks to staff assigned to the same lift station, ensuring coverage of key positions, keeping a reasonably safe and tidy environment and maintaining a positive attitude of personnel at said station. The essential functions of this position include:

1. Be an effective employee 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. An operator shall be in charge of the aerial lift operation; operate chair lift machinery for the reasonably safe loading and unloading of all chair lift users at the assigned lift station; ensure that operation is in accordance with applicable rules and regulations of the American National Standards Institute (ANSI) and other company, state (CPTSB) and federal regulations.
3. The duties of the individual designated as the operator include; to be knowledgeable of operational and emergency procedures and the related equipment needed to perform the assigned duties; to assume responsible charge of the aerial lift.
4. Act as lead personnel at the assigned lift station to ensure proper coverage and smooth operation of the entire process at said station.
5. An operator may serve concurrently as an attendant if the additional role doesn't interfere with the duties of the operator and is approved by the Manager/Supervisor.
6. Direct and train the Lift Attendants, Ticket Checker/Scanners and/or other personnel in performing their functions in a reasonably safe, efficient and courteous manner, and in accordance with departmental procedures and company policy.
7. Oversee and participate in the maintenance of appropriate snow levels throughout the entire lift station area, including walking surfaces.
8. Address lift users, guests and fellow employees in a friendly, courteous and respectful manner at all times. Work as a team with other members of the Lift Operations department to provide exceptional service.
9. Deny access to the lift to any person using procedures and criteria provided.
10. Continually monitor the lift machinery for any abnormal or unusual conditions that may adversely affect the safety of the operation. Notify the Supervisor and assist appropriate personnel of any suspect issues.
11. Respond to and communicate with appropriate personnel and departments as concerns, issues or emergency situations arise so that they are addressed appropriately and in a timely manner.
12. Assign breaks to Lift Attendant and Ticket Checker/Scanner personnel at said station so that staff receives their earned break(s) with no impact to providing continued excellent service.
13. Provide fair and nondiscriminatory input as requested by departmental management regarding staff performance so that an accurate review may be written.
14. Assist with emergency situations, i.e... lift evacuations...etc., as called upon by management.
15. Maintain an operational log and document incidents as necessary in a clear and articulate manner.
16. Verify that the preoperational inspection has been completed and documented before public operation. Start the lift while operating for the public.
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. Ability to maintain a good attitude and work well with guests and other employees.
2. Ability to speak clearly and pleasantly, and communicate in the English language.
3. Ability to take direction and follow procedures.
4. Ability to train others and give direction in a non-condescending manner.
5. Awareness of surroundings and the ability to identify and respond quickly to situational needs.
6. Effective English reading and writing skills.

Requirements Relating to Education, Certifications & Experience:

1. Must satisfactorily complete the Monarch provided Lift Operator, Lift Attendant and Ticket Scanner/Checker training and testing.

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.
2. Requires the ability to work additional hours and/or overtime during the Christmas break and Spring break timeframes.
3. Requires working at high elevation (over 10,000'), and outdoors with extended exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
4. Requires standing for long periods of time, walking on uneven, slippery surfaces, bending, twisting and reaching.
5. Requires the ability to push, lift and move up to 50 lbs. as in shoveling snow.
6. Requires the ability to make distinguishable visual and audio observations from an enclosed, windowed space and with constant medium volume machinery noise.
7. Must be at least 18 years of age.