



Job Description

Department: 12 Lift Operations
Position Title: **240-170 Lift Operations Supervisor**
Reports to: Lift Operations Manager
VP of Mountain Operations
GM/COO

Position Summary:

The Lift Operations Supervisor assists and works in conjunction with the Lift Operations Manager and Assistant Supervisor in the managing and oversight of the overall seasonal and daily operations of the Lift Operations department so that each customer experience is reasonably safe, positive and personalized. This includes, but is not limited to, providing input and participating in the hiring, training, scheduling, coaching and evaluation of Lift Operators, Lift Attendants and Ticket Checker/Scanners; being a leader and setting the example for company teamwork; effective communication with employees and other company personnel. The essential functions of this position includes:

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. Ensure 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. Assist in the hiring of department A-Team employees.
4. Oversee practices that will determine that the lift is operational and that all operating personnel are trained, equipped, and capable of performing their duties prior to public use of the lift.
5. Schedule department staff for efficient coverage of department functions based on projected skier budget. Adjust to actual requirements as appropriate.
6. Discontinue operations of any lift due to physical, weather, personnel, or other reasons.
7. Provide timely employee feedback, and contribute to producing performance reviews of department A-Team staff.
8. Be aware of and assist in staying within budgetary constraints; offer input for next season's budget proposal.
9. Offer input for departmental capital requests.
10. Work in conjunction with other departments as part of the Monarch team.
11. Assist in the development and maintenance of training materials, manuals, checklists and other documents necessary for the success of the department.
12. Prepare and assist in the oversight of department personnel in the event of an emergency, as instructed by the Manager.
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. Circulate (via skis/snowboard or snowmobile) between lift stations to ensure appropriate coverage, activities, station set up and customer satisfaction. Cover positions as necessary at lift stations for breaks, lunches and other reasons.
16. Oversee operational procedures and adherence to applicable regulations pertaining to the lift.
17. Assist in monitoring and assuring lifts are operating in accordance with the applicable rules and regulations of the American National Standards Institute (ANSI) and other state (CPTSB) and federal regulations.
18. Take the lead in overseeing the daily operations in the absence of the Lift Operations Manager. Communicate status and issues with the VP of Mountain Operations and/or the GM as appropriate.
19. Perform snow removal and shoveling duties as necessary.
20. 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, set a positive example 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. Aware of surroundings and the ability to identify and respond quickly to situational needs.
6. Good English reading and writing communication skills.
7. Ability to recognize and maintain confidentiality of sensitive materials and situations.

Requirements Relating to Education, Certifications & Experience:

1. Must be a qualified lift operator.
2. Colorado Driver's License and good driving record required.
3. One year Lift Operations Assistant Supervisor experience preferred.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary.
2. Must be available by phone when off-duty.
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, walking on uneven, slippery surfaces, bending, twisting, reaching and climbing.
5. Requires the ability to push, lift and move up to 50 lbs.
6. Must be able to stop, turn, change directions suddenly, adapt to uneven, varying intermediate terrain, and move in both directions on skis or snowboard carrying up to 10 lbs.
7. Must be at least 18 years of age.