SHANTY CREEK RESORTS
JOB DESCRIPTION

Department	**Ski Operations**
Location	**Schuss/Summit**
Job Title	**Ski Lift Operator**
Pay Grade	
Reports To	**Ski Lift Manager, Assistant Ski Lift Manager**
Supervises	**N/A**

Job Type/Status	Type of Position		Status
	☒ Full-time	☐ Year-round	☐ Exempt
	☐ Part-time	☒ Seasonal	☒ Non-exempt

SHANTY CREEK RESORTS MISSION

Shanty Creek Resorts is committed to providing our guests a unique Up North experience. Our friendly, caring staff welcomes guests with exceptional service and old-fashioned hospitality. We believe honest, long-lasting relationships with our guests, employees, neighbors, and our surrounding environment allow us to grow our business.

POSITION SUMMARY/RESPONSIBILITIES

Position Summary:
Responsible for the safe operation of the chairlifts. Must be guest oriented and have good communication skills.

Position Duties/Responsibilities:

- Operating Lifts: You'll be responsible for starting, stopping, and controlling the speed of ski lifts to ensure smooth loading and unloading of passengers.
- Safety Procedures: Implementing and enforcing safety procedures to ensure the well-being of passengers, including proper loading and unloading techniques and ensuring that safety bars are properly secured.
- Assisting Passengers: Helping passengers onto and off of the ski lifts, providing assistance to those who may need it, such as children or individuals with disabilities.
- Equipment Maintenance: Performing routine maintenance checks on ski lift machinery and equipment to ensure they are in proper working order. This may include basic troubleshooting and reporting any issues to maintenance staff.
- Customer Service: Providing excellent customer service by answering questions, providing information about the resort, and assisting guests with any concerns they may have.
- Emergency Response: Being prepared to respond to emergencies, such as lift malfunctions or accidents, by following established protocols and assisting in evacuations if necessary.
- Weather Monitoring: Keeping an eye on weather conditions and adjusting lift operations accordingly, particularly in cases of high winds or other adverse weather conditions.
- Record Keeping: Maintaining records of daily operations, including the number of passengers transported, any incidents or accidents, and any maintenance performed on the lifts.

Guest Service/Conduct:
Personal and professional accountability is an important aspect of employment with Shanty Creek Resorts. To that end, all Shanty Creek employees are required to adhere to Resort policies and standards of conduct while providing our guests with the highest level of

service possible. No matter their position, all members of our staff may have opportunities to interact with our guests on a daily basis, therefore all employees must:

- Meet, on a daily basis, the personal appearance and uniform standards as identified by the Shanty Creek Resorts Employee Handbook.
- Utilize all tools provided to ensure that prompt and correct service and information is being given to our guests.
- Conduct themselves in a professional manner at all times, maintaining the highest standards of guest service in their interactions with fellow employees, vendors, and most importantly our guests.
- This is a high profile position and requires the individual to interact with guests on a regular basis. Must maintaining composure when under pressure.

PROFESSIONAL EXPERIENCE/EDUCATION/SKILLS

Professional Experience:

There is no minimum level of experience required for this position., on-the-job training will be given.

Education:

A minimum of a high school diploma or equivalency is preferred.

Must be 18 years of age or older.

Required Skills:

- Must have a valid driver's license.

WORKING CONDITIONS/ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an associate 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 is performed entirely outdoors with exposure to all elements: i.e., extreme cold temperatures, snow, rain, and wind.
- Must be able to lift/carry 50-100 lbs.
- Work is performed on a varying schedule with nights, weekends and Holiday hours required.
- Work schedules, staffing levels and weather conditions will dictate when lunches and breaks will be taken.
- "Smart" Phone use while on the job is STRICTLY PROHIBITTED

REVIEWED BY		TITLE:	DATE:
APPROVED BY		TITLE:	DATE: