



Environmental Services Supervisor Job Description

DEPARTMENT: Environmental Services (EVS)
REPORTS TO: Environmental Services Manager
DATE APPROVED: 9/30/2025

FLSA STATUS: Non-Exempt
STATUS: Seasonal
APPROVED BY: Christian Adams

POSITION SUMMARY

Lead Environmental Excellence as Our EVS Supervisor!

Step into a dynamic Environmental Services Supervisor role where you'll lead comprehensive facility operations while inspiring your team to maintain pristine environments across all base area facilities. As our environmental services leader, you'll coordinate and direct custodial operations under the guidance of the Facilities Manager and Assistant Manager, ensuring lodges, bathrooms, and plaza areas exceed guest expectations through efficient, effective service delivery. This leadership position demands a hospitality professional who combines operational expertise with team development excellence – from strategic resource allocation and quality control to hands-on leadership that elevates team performance and guest satisfaction.

Ready to elevate your facilities leadership career? You'll thrive in this role if you possess strong supervisory experience, natural problem-solving abilities, and an unwavering commitment to maintaining the highest environmental standards that make our mountain resort exceptional. Join our leadership team where every shift becomes your opportunity to showcase operational excellence and team inspiration!

COMPENSATION

Unlock Your Environmental Services Leadership Mountain Experience!

Why just supervise when you can lead a team toward operational excellence? Excel with a competitive leadership wage ranging from \$26.70 - \$28.65 per hour plus tips (reflecting your supervisory expertise and team leadership), then unlock the industry's most comprehensive benefits portfolio designed for facility leaders who live the mountain dream:

Your Mountain Leadership Experience:

- FREE Season Pass - Unlimited skiing and riding all season long at The Summit at Snoqualmie
- Family Benefits - One free dependent pass or five courtesy lift tickets based on your employment status
- Regional Access - Free skiing privileges at multiple premier ski resorts throughout the region
- Boyne Resorts Network - Exclusive access to the entire Boyne Resorts portfolio of world-class mountain destinations
- Resort Perks - Significant savings on food and retail purchases with exclusive resort discounts
- Pro Deal Access - Steep discounts on top outdoor gear and equipment through our professional purchasing programs

This isn't just facility supervision – it's your opportunity to lead environmental excellence while living the ultimate mountain lifestyle! Every operational improvement you implement enhances guest experiences, every team member you develop becomes a hospitality professional, and every quality standard you establish advances our mountain resort reputation. Ready to supervise your way to leadership success? Your environmental services leadership journey begins now!



ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are general illustrations of the work in this classification and are not all-inclusive of the specific position.

- Lead comprehensive EVS operations and light building maintenance for base facilities including lodges, food and beverage outlets, bathrooms, and plaza areas while maintaining the highest quality standards.
- Ensure guest safety excellence by maintaining snow-free plaza areas and proactively mitigating overhanging roof snow hazards in a timely, efficient manner.
- Execute supervisory leadership including strategic scheduling, team member support, comprehensive training programs, and performance coaching that elevates individual and collective excellence.
- Provide hands-on leadership excellence by working alongside staff, demonstrating best practices, and maintaining visible presence that inspires quality performance and team cohesion.
- Master guest relations management by competently handling challenging circumstances with composure, professionalism, and hospitality-focused problem resolution.
- Coordinate operational flexibility by managing shift schedules that may begin in late afternoon and continue until facilities are properly closed and secured for optimal safety.
- Drive continuous improvement by evaluating and recommending enhancements to equipment, supplies, and procedures that optimize operational efficiency and service quality.
- Champion safety program excellence by actively supporting workplace safety initiatives and fostering safety-conscious culture throughout your team and operations.
- Optimize inventory management by maintaining appropriate par levels and ensuring organized product storage areas that support efficient operations.
- Ensure regulatory compliance excellence by maintaining all custodial activities and programs in accordance with statutory requirements and regulatory guidelines.
- Embrace leadership opportunities to innovate facility operations and enhance guest satisfaction through operational excellence.

QUALIFICATIONS

- Possess valid driver's license and maintain clean driving record essential for operational mobility and equipment operation responsibilities.
- Demonstrate capability to operate heavy machinery safely and efficiently while maintaining strict adherence to safety protocols and operational standards.
- Master multilevel communication excellence in English, both verbal and written, inspiring meaningful connections with team members and guests through attentive, friendly, and hospitality-focused leadership interactions.
- Demonstrate exceptional listening intelligence and diplomatic problem-solving abilities to understand, clarify, and resolve concerns from team members and guests while fostering trust and satisfaction.
- Excel in dynamic multitasking and strategic prioritization, seamlessly managing multiple departmental functions under pressure while consistently meeting operational deadlines and quality objectives.
- Champion hospitality leadership philosophy in every interaction, approaching all encounters with genuine warmth, professional excellence, and hospitality-focused service that creates welcoming environments.

How You'll Succeed

At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

To be more specific in this role you will:



1. Long Term Thinking – Develop and implement strategic cleaning systems, protocols, and training programs that maintain The Summit's excellence standards as operations grow and evolve while building sustainable competitive advantages.
2. Excellence in Execution – Lead your team to consistently deliver pristine, safe, and well-maintained spaces through effective scheduling, quality control inspections, and ensuring all areas exceed cleanliness standards.
3. Attitude is Everything – Foster a positive, respectful team culture where environmental services staff feel valued and motivated while maintaining professional presence that reflects The Summit's commitment to excellence.
4. Develop Great People – Coach, train, and mentor team members to develop their skills, take pride in their work, and grow within the organization while creating a strong, reliable, high-performing team.
5. Serve First – Support your team with the tools, training, and leadership they need to succeed, enabling them to effectively serve our guests and employees with exceptional facility care and hospitality excellence.

EDUCATION and/or EXPERIENCE

Previous supervisory or leadership experience in hospitality, facilities management, or environmental services preferred but not required – we believe in developing strong leaders and teaching essential supervisory skills. Must excel at multitasking in fast-paced, dynamic environments while maintaining exceptional attention to detail. Strong leadership capabilities, problem-solving skills, and commitment to team development essential.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk, hear, and communicate effectively with team members and guests. The employee frequently is required to stand, walk, and move throughout facilities. The employee is occasionally required to use hands; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and perform various supervisory and operational activities. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move more than 50 pounds. This includes moving furniture, maintenance duties, and keeping all areas neat, clean, and organized.

Additional physical requirements include:

- Manually move snow with shovel and/or rake for extended periods in variable weather conditions -- Occasionally
- Hike in variable snow conditions -- Seldom
- Ability to safely use toxic or caustic chemicals with proper training and equipment
- Maintain situational awareness around heavy machinery (i.e., groomers, snow plows)

Activity Requirements:

- Work around toxic or caustic chemicals -- Often
- Work Outdoors -- Often
- Work Indoors -- Often
- Standing/Walking -- Frequently
- Lifting/Carrying -- Frequently
- Operating Heavy Equipment -- Occasionally

WORK ENVIRONMENT

While performing the duties of this job, the employee is frequently exposed to outside weather conditions, and consistently exposed to wet and/or humid conditions, fumes or airborne particles, and sometimes exposed to toxic or caustic chemicals and extreme temperatures. The employee is occasionally exposed to risk of electrical shock and vibration. The noise level in the work environment varies from moderate to loud depending on location and operational activities.



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.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

Equal Opportunity Employer

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (*all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summiti90.com to request accommodations during the application process.