



Nordic Manager Job Description

DEPARTMENT: Resort Services
REPORTS TO: SnowSports Director
DATE APPROVED: 9.10.25

FLSA STATUS: Non-Exempt
STATUS: FT Seasonal
APPROVED BY: B. Allen

POSITION SUMMARY

The Nordic Manager oversees the operations and management of the ski resort's Nordic (cross-country) skiing facilities. This role ensures the smooth and efficient running of the Nordic Center including Snowsports School, Rentals/Retail. They will work hand in hand with Food & Beverage, Guest Service, and Mountain Operations departments to create exceptional experiences for those who visit the East/Nordic facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Strategic Planning and Leadership
 - Develop and execute long-term strategic initiatives that align with organization objectives as it relates to Nordic
 - Coordinate all aspects of the Nordic base area, including trail grooming, signage, and maintenance, to ensure safe and enjoyable skiing conditions.
 - Coordinate with the trail maintenance team to ensure trails are well-maintained and groomed regularly.
 - Collaborate with the marketing department to promote Nordic skiing activities and events, both within the resort and externally.
- Oversight of Nordic
 - Coordinates and collaborates with other departments to ensure smooth operational standards for the daily upkeep of the East base area, which includes surrounding areas such as the parking lot and snow areas surrounding the base lodge. (e.g., ski rack management)
 - Oversees all Nordic Trail Rangers and the ticket checking process for Nordic trail use.
 - Works closely with rental/retail, Snowsports School, and guest services to ensure appropriate staffing levels for daily operations and a consistent level of services at each outlet.
 - Works with the rental/retail main point of contact to ensure maintenance of Nordic skiing equipment is in good condition and manages inventory appropriately. Retail is professionally displayed and stocked to adequate levels.
- Team and Performance Management
 - Recruit, hire, train, and supervise a high-performing seasonal team.
 - Maintain proper rental equipment inventory, coordinate purchasing, and ensure all equipment meets safety and performance standards.
 - Provide strategic direction and oversight to direct reports



- o Ensure a high standard of customer service is always provided, addressing guest inquiries, concerns, and feedback promptly and professionally.
- o Manage inventory and supplies, including ordering equipment, maintaining stock levels, and tracking expenses.
- o Ensure compliance with safety regulations and industry standards, conduct regular inspections, and address any safety concerns.

QUALIFICATIONS

- Demonstrated success in strategic planning, program development and revenue generation.
- Proven ability to build high-performing teams, complex organizational structures and develop leadership talent.
- Experience with the Nordic Industry.
- Knowledge of regulatory compliance and risk management principles.
- Experience managing multi-departmental operations and seasonal workforce.
- Excellent communication skills with ability to interact with diverse stakeholders
- Proven track record of operational excellence and guest service delivery
- Must pass a background check

EDUCATION and/or EXPERIENCE

Bachelor's degree in business administration, Hospitality Management, Operations Management, or related field preferred. Minimum 3 years of experience leading teams.

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 diverse opportunities for guests to access the mountain and grow the Nordic Center
2. Excellence in Execution – Deliver exceptional guest service at every Nordic touchpoint
3. Attitude is Everything – Foster a team culture where every guest interaction combines genuine warmth with professional effectiveness, creating a welcoming yet secure resort environment.
4. Develop Great People – Proactively identify high-potential team members and create clear development pathways to build a strong pipeline of future leaders within the department.
5. Serve First – Prioritize your team's success through clear communication, proper resources, and support so they can consistently exceed guest expectations.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, climb or balance, and talk or hear. The employee frequently is required to walk and reach with hands and arms. The



employee is occasionally required to sit, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to extreme cold. The noise level in the work environment is usually moderate. We work in a variety of conditions, which include but are not limited to: Rain, Snow, Freezing Temperatures, Extreme Heat, Wind, dry and slippery or wet and slippery conditions, uneven surfaces.

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@summit90.com to request accommodations during the application process.