Parking & Transportation Lead

Job Description

DEPARTMENT:	Parking & Transportation	**FLSA STATUS:**	Non-Exempt
REPORTS TO:	Parking & Transportation Supervisor	**STATUS:**	PT/Seasonal
DATE APPROVED:	10/5/2026	**APPROVED BY:**	Michelle Pagano

ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpental within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.
The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

POSITION SUMMARY

The Parking & Transportation Lead supports the day-to-day operations of an assigned base area, including parking and lot operations to ensure daily operations are efficient, safe, and contribute to a positive guest arrival experience. Working under the direction of the Parking & Transportation Supervisor and Manager, this position provides on-the-ground leadership by positioning staff, opening and closing lots and lanes, monitoring operations, and addressing real-time operational and guest service needs. The Lead serves as a key connection between frontline team members and departmental leadership, escalating issues that require supervisory attention and supporting consistent communication across teams. The ideal candidate is dependable, guest-focused, composed in a fast-paced outdoor environment, and confident in taking ownership of operations with limited direct supervision.

HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

This role is expected to model and reinforce Boyne Resorts L.E.A.D.S. values at every level of the organization

1. **Long Term Thinking:** Spot recurring issues in the base area — staffing gaps, traffic bottlenecks, equipment wear — and flag them to the Supervisor before they become bigger problems.
2. **Excellence in Execution:** Keep the base area's parking, enforcement, and shuttle operations running smoothly for the duration of the shift.
3. **Attitude is Everything:** Set the tone for the base area team with a calm, guest-focused attitude, especially when things get busy or the weather turns.
4. **Develop Great People:** Act as the first line of coaching and support for staff working in the base area.
5. **Serve First:** Be the reliable link between frontline staff and department leadership so nothing falls through the cracks between shifts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below are organized under the Boyne L.E.A.D.S. value each most directly reflects.

Long Term Thinking

- Identify recurring operational issues specific to the assigned base area (staffing gaps, traffic flow, equipment needs) and report them to the Parking & Transportation Supervisor.
- Provide input on staffing coverage and shift assignments for the base area based on daily guest volume and conditions.

Excellence in Execution

- Serve as the on-site point person for day-of operations in the assigned base area, coordinating across parking, enforcement, and shuttle/transportation staff present that shift.
- Open and close lots, lanes, and equipment for the base area according to department procedures.
- Position and reposition staff within the base area as guest volume, weather, or operational needs change throughout the shift.
- Monitor compliance with parking policies and payment requirements in the base area, stepping in to resolve issues before they require supervisor involvement.
- Troubleshoot equipment, signage, or technology issues in the base area and coordinate repairs or workarounds.
- Complete shift logs, incident reports, and other required documentation for the base area.
- Assist with snow removal, traffic redirection, or other field tasks as needed to keep the base area safe and accessible.

Attitude is Everything

- Respond to escalated guest concerns in the base area with professionalism and a solution-focused approach, looping in the Supervisor when an issue exceeds the Lead's authority.
- Model the guest-first, team-first standard the department expects from every shift the Lead runs.

Develop Great People

- Provide real-time direction, coaching, and feedback to attendants, operators, and enforcement staff working in the base area during the shift.
- Help onboard and orient new team members assigned to the base area.
- Communicate department standards, policy updates, and seasonal changes to the base area team.

Serve First

- Relay staff needs, guest feedback, and operational updates from the base area to the Parking & Transportation Supervisor and Manager.
- Communicate clearly at shift handoff so the next Lead or Supervisor has full visibility into the base area's status.
- Other duties as assigned.

QUALIFICATIONS

Required

- Prior experience in parking, transportation, or guest service operations.
- Ability to lead a shift and direct other staff with moderate autonomy and without constant direct supervision.
- Strong verbal communication skills, including clear radio communication with staff and supervisors.
- Valid driver's license with a clean driving record.
- Ability to work outdoors in all weather conditions for extended periods.
- Comfortable de-escalating guest concerns calmly and professionally.
- Availability to work varied shifts, including weekends, holidays, and peak operational periods.

Preferred

- Prior lead, shift-lead, or supervisory experience in a resort, hospitality, or high-volume guest environment.
- Familiarity with point-of-sale (POS) systems, mobile payment technology, or parking/transportation equipment.
- Fluency in a language other than English.

EDUCATION AND EXPERIENCE

High school diploma or GED required. At least one year of experience in parking, transportation, or a related guest service field is required; prior lead or shift-supervisory experience is preferred.

PHYSICAL DEMANDS

- This position requires the ability to stand and walk for extended periods, often in cold, snowy, or inclement weather, with some driving between locations within the base area. The Lead must be capable of lifting and carrying up to 25 pounds regularly and up to 50 pounds occasionally, such as when moving signage, snow equipment, or assisting guests. Frequent bending, reaching, and the use of hands for handling tools, radios, or payment devices is necessary, along with occasional climbing, balancing, stooping, kneeling, crouching, or crawling. Full visual and auditory awareness is essential to safely navigate active traffic areas, monitor surroundings, and communicate effectively over radio.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. This role is based primarily outdoors in the assigned base area (Alpental, Summit West, Summit Central, or the combined Silver Fir / Tubing Park / Summit East area), with exposure to rain, snow, freezing temperatures, extreme heat, high winds, dry or wet surfaces, slippery areas, and uneven terrain. The position requires being on foot for extended periods, managing traffic flow and guest interactions, and responding to real-time operational needs with limited direct supervision on site.

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.

BENEFITS

1. FT/PT Seasonal
    a. 401(k) retirement plan with employer match
    b. Ski and snowboard pass for employee and dependents across the Boyne Resorts network
    c. Sick Pay and holiday pay
    d. Access to Boyne Resorts employee programs, resort discounts, and professional development resources

ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

HOW TO APPLY

Submit a resume and cover letter to through job posting on https://www.summitatsnoqualmie.com/ . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

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.