



Manager of Parking & Transportation Job Description

DEPARTMENT: Resort Services
REPORTS TO: Director of Activities
DATE APPROVED: 7/15/2026

FLSA STATUS: Exempt/Non
STATUS: FT/PT/Seasonal
APPROVED BY: Julie Ardell

POSITION SUMMARY

The Manager of Parking & Transportation is responsible for the safe, efficient, and guest-friendly management of all parking and transportation operations at The Summit at Snoqualmie. This position oversees the full scope of department operations throughout the 10-month season — from staffing and scheduling to enforcement, guest experience, technology systems, and cross-functional coordination. The Manager serves as the operational anchor of the team and the primary point of accountability for parking compliance, guest satisfaction, and department performance. Every responsibility in this role ties back to how Boyne Resorts brings its core values to life. Below, the essential duties of this position are organized around L.E.A.D.S. — Long-Term Thinking, Excellence in Execution, Attitude is Everything, Develop Great People, and Serve First — so that living the values and doing the job are one and the same.

ESSENTIAL DUTIES & RESPONSIBILITIES — ORGANIZED BY L.E.A.D.S.

L — Long-Term Thinking

Planning ahead so the department — and the resort — is stronger next season than this one.

- Lead seasonal planning efforts including staffing models, zone configuration, and operational timelines.
- Create, maintain, and update department policies and standard operating procedures.
- Develop and maintain Equipment Budget Projections for the season.
- Research and evaluate new software platforms and resources that improve department efficiency and guest safety.
- Drive and research digital product improvement related to parking and transportation operations.
- Partner with the VP of Resort Services to analyze parking data and develop sustainable paid parking strategies that optimize guest access while supporting future resort growth.

E — Excellence in Execution

Running day-to-day parking and transportation operations to a consistently high standard.

- Manage all parking & transportation operations across multiple base areas, parking lots, and events.
- Manage parking enforcement KPIs regularly to ensure standards are being met and identify areas for improvement.
- Review and resolve escalated parking violation cases, applying consistent and fair enforcement policies.
- Oversee incident reporting and management for all parking and transportation-related events.
- Manage daily product operations including Rover Pass and Metropolis platform administration.
- Process weekly payroll for all parking & transportation staff, ensuring accuracy and timely submission.
- Submit Purchase Orders (POs) for departmental needs and track departmental expenses against budget.
- Deliver exceptional paid parking operations by ensuring every guest registration, inquiry, and service interaction meets the highest standards, with swift issue resolution when needed.
- Serve as the primary point of contact with WSDOT, Washington State Patrol, and county Sheriff's Office on road conditions, traffic flow, and closures affecting resort access.
- Coordinate with snow removal specifically along the transportation/shuttle route to ensure safe, on-time transit service.



- Own the readiness, cleanliness, and presentation of transportation vehicles (shuttles/vans), coordinating needed maintenance and repair.
- Manage guest shuttle and employee transportation shuttle operations as distinct programs, each with its own scheduling and service standards.

A — Attitude is Everything

Setting the tone for how the team shows up — for guests and for each other.

- Address guest parking complaints sourced through Medallia, responding promptly and professionally to close feedback loops.
- Conduct weekly Guest Feedback Analysis and communicate insights and action items to the team.
- Track and communicate key performance indicators (KPIs) to the team and leadership.
- Foster a team culture where every guest interaction combines genuine warmth with professional effectiveness, creating a welcoming yet secure resort environment.

D — Develop Great People

Building a team — and a bench of future leaders — through coaching, training, and accountability.

- Provide direct oversight of the parking & transportation team; up to 10 or more team members depending on the season.
- Hire, supervise, and develop team members through guidance, training, coaching, and accountability.
- Design and enforce parking standards; coordinate and document pre-shift safety talks, weekly meetings, and annual training programs.
- Establish and evaluate performance goals for all direct reports; conduct timely performance reviews and support individual development plans.
- Maintain a high-quality, safe, and accountable work environment for all team members.
- Proactively identify high-potential team members and create clear development pathways to build a strong pipeline of future leaders within the department.

S — Serve First

Putting the team's success and cross-functional partners first so guests are always well served.

- Coordinate directly with cross-departmental partners to align on shared operations, events, and peak periods.
- Collaborate with Marketing and Advertising teams on department initiatives, signage, messaging, and public communications.
- Maintain and update the department SharePoint site, ensuring resources and documents are current and accessible.
- Prioritize your team's success through clear communication, proper resources, and support so they can consistently exceed guest expectations.

QUALIFICATIONS

Education and/or Experience

- 3–5 years of parking & transportation operations management experience in hospitality, theme parks, or a similar environment.
- Strong analytical skills with experience tracking KPIs and guest satisfaction data, and the ability to interpret data and metrics.
- Excellent written and verbal communication skills (English); ability to produce clear reports, policies, and documentation.
- Ability to collaborate effectively with cross-functional teams.
- Flexibility to work extended hours, weekends, and holidays during peak business periods.

Certificates, Licenses & Registrations

- Valid Driver's License with ability to pass a motor vehicle records check.



PHYSICAL DEMANDS

This role is a hybrid office role with up to 50 percent of the time spent in outdoor inclement weather. This role requires sitting at a desk for extended periods, and some walking or standing in outdoor areas may be necessary to support operations or troubleshoot guest issues. Must be able to lift up to 25 pounds occasionally (e.g., signage or equipment). Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Activity Requirements

- Work Indoors — Frequently
- Work Outdoors — Frequently
- Sitting — Frequently to Continuously
- Computer use — Frequently
- Phone/headset use — Frequently
- Standing — Frequently
- Walking between facilities — Frequently
- Driving vehicles — Frequently
- Verbal communication with staff and guests — Constantly
- Visual monitoring of operations — Constantly
- Walking on uneven surfaces (parking areas, walkways) — Frequently
- Climbing/descending stairs — Frequently
- Manual dexterity for equipment operation — Frequently
- Reading and reviewing operational reports — Frequently
- Walking in snowy, icy, and cold conditions — Frequently
- Working in various weather conditions — Frequently
- Bending/reaching for operational materials — Occasionally
- Work is performed in a ski resort environment and may require extended periods outdoors in parking areas, transportation zones, and security checkpoints.

WORK ENVIRONMENT

Work is hybrid, both performing work indoors in an office environment and outdoors in parking lots or guest areas. The resort setting includes varied terrain and seasonal weather conditions. A collaborative, fast-paced team culture and high guest volume during peak seasons make adaptability and composure essential to success in this role.

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, please 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.