



Terrain Park Hand Crew Administrator

Job Description

DEPARTMENT:	Terrain Park	FLSA STATUS:	Non-Exempt
REPORTS TO:	Terrain Park Manager	STATUS:	FT/Seasonal
DATE APPROVED:	8.1.26	APPROVED BY:	Jared Scholz
PAY RATE:	\$24 - 27 / hr		

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 Alpentail 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 Terrain Park Hand Crew Administrator is an essential part of Terrain Park operations and guest experience including maintenance, guest communications, and mountain communications. The primary role of the administrator is the support of the Terrain Park Hand Crew's efforts and should focus on making the guest park experience the best it can be, through maintenance, teaching park etiquette, and offering help whenever we can. Park Crew are often the first park employees that guests interact with, so we encourage crew to share their love of our winter sports through positive interactions. The secondary role is to participate in and support the Terrain Park leadership team by being a bridge for communication, support in record keeping, and providing support in the development of the department.

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** Promoting a well-organized department provides the space for creativity and growth. Proper data collection protects the company from litigation and promotes long-term growth.
2. **Excellence in Execution** Detail-oriented maintenance is essential for creating a consistent, high-end product, one which our guests have come to expect.
3. **Attitude is Everything** Independently motivated to create a welcoming environment, one which often requires educating our guests on safe practices.
4. **Develop Great People** Terrain parks are a creative and learning environment. Sharing knowledge is expected, and providing support to fellow coworkers and the public is essential.
5. **Serve First** Terrain park hand crew is the front line to the guest experience. Create a welcoming atmosphere, one where guests feel able to thrive.

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.

Long Term Thinking

- Work to create a park culture which is inclusive, creative, collaborative, with a safety-oriented mindset.
- Take ownership of the Terrain Park Hub on Microsoft Whiteboard.
- Assist in department purchasing via Concur.
- Assist with keeping park logs up to date with Edge Auditor.
- Assist with scheduling using UKG.
- Assist with inventory management using Maintain X.
- Other duties as assigned.

Excellence in Execution

- Check the following are installed: entrance ropes/closure, boundary fence, Park SMART signage is visible and legible.
- Open and close the Park.
- Flagging feature's (jumps) takeoff and landing areas.
- Inspecting rail, box and jib features (take offs, sides, landings, surfaces of the feature).
- Testing Features (physically testing (ski or snowboard) the feature) to check for guest safety.
- Notify dispatch and report park opening after conducting ski through evaluation and signage, ropes, closures, etc. are in place.
- Obtaining required sign-off from Park lead, Ski Patrol, Mtn Ops and Risk Manager for new features.
- Circulate through (ski or snowboard) terrain parks regularly, ensuring:
 - Signage is visible and legible.
 - Park Boundaries are in place.
 - Rope lines are tight and neat.
 - Maintenance needs for all jib features are addressed, i.e. burrs on sliding surfaces, broken skirting, broken rivets, jibs that are leaning over / loose, etc.
- Perform maintenance on features showing wear; i.e. rutted or kinked take-offs, holes in landings, thin spots, or holes in the in-run, any safety issues, etc.
- Assist Patrol with any incidents, or incident investigations.
- Communicate & educate guests about the Terrain Park, use Park SMART for reference.
- Closing the park:
 - Taking down ropes, fences, signs for groomers.
 - Perform 360 maintenance on all park features (requires skiing and snowboarding).
 - Transport bamboo to correct locations (ski or snowmobile).
 - Locking up tools, radios and buildings prior to leaving.

Attitude is Everything

- Come to work with a positive and professional attitude.
- Pick up trash: under the lift, in front of/inside top shack, and yurt.

Develop Great People

- Collaborate with Park Grooming on complex projects including new feature construction, jib installation/removal, and special event course preparation.

QUALIFICATIONS

Required

- Skilled skier or snowboarder
- Strong customer service orientation (good with people)



- Ability to have consistent attendance, and the flexibility to work the day or evening shift
- Excellent work ethic and self-motivation
- Ability to work both independently and as part of a team
- Ability to work variable hours depending upon seasonal conditions
- Proficiency with Microsoft Office Suite
- Ability to quickly learn new software and systems specific to ski area operations
- Strong organizational skills

EDUCATION AND EXPERIENCE

- Must be able to demonstrate a high level of skill in skiing and/or snowboarding.
- Must be 18 years of age or older

PHYSICAL DEMANDS

- **Lifting:** Occasionally lifts up to 50 lbs., with occasional lifting of over 50 lbs. Shoveling often.
- **Standing/Walking:** Stands and walks often, often on uneven or icy surfaces.
- **Terrain & Mobility:** Frequently required to bend, kneel, crouch, and work in awkward positions to navigate the hill, maintain features and work rope lines
- **Climbing/Balancing:** Often balances while testing features and navigating slopes. Rarely required to climb ladders or towers.
- **Bending/Reaching:** Often bending and reaching while riding and maintaining features and working rope lines
- **Manual Dexterity:** Constantly using body to ride terrain and test features, often using body to rake and shovel, occasionally required to ride snowmobiles
- **Talking/Hearing:** Communicating often with guests and coworkers, including radio communication and crew coordination.
- **Sitting:** Occasionally
- **Equipment Use:** Hand tools such as rakes and shovels used often. Hand power tools such as drills used somewhat.

WORK ENVIRONMENT

Park Crew works outdoors in a mountain environment during the winter season. We work in a variety of conditions, which include but are not limited to: Rain, Snow, Freezing Temperatures, Wind, variable snow conditions (powder, sticky, slushy, icy, etc.) slippery conditions, uneven surfaces.

BENEFITS

- Health benefits coverage
- 401(k) retirement plan with employer match
- Ski and snowboard passes for employee and dependents across the Boyne Resorts network
- Paid time off and holiday pay
- Employee housing assistance, where available
- 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 through the 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@summit90.com to request accommodations during the application process.