



## Patrol Director Job Description

<b>DEPARTMENT:</b>	Mountain Operations	<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Vice President of Operations	<b>STATUS:</b>	FTYR
<b>DATE APPROVED:</b>	4/3/26	<b>APPROVED BY:</b>	Justin Howard

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### POSITION SUMMARY

At The Summit, we are proud of our history of being Seattle's Home Mountain and the leading mountain in WA to learn to ski. The Summit provides a wide range of terrain for all experience levels: beginner slopes to double black diamond expert only terrain.

The Patrol Director is responsible for the overall safety and emergency response operations, planning, and financial health of the Ski Patrol, as well as the vision of The Summit at Snoqualmie's ski patrol environment. This role oversees four base areas: Summit West, Summit Central, Alpental, Summit East, Nordic and Tubing. Within these 4 locations the Director will oversee and lead the professional disciplines of ski patrol.

The Patrol Director is a pivotal role at The Summit. As part of the leadership team, they will have input on resort wide issues, work across departments and collaborate across resorts in the Boyne network. The Director will demonstrate a collaborative approach to business strategy, growth, and resort management, and will shape a best-in-class guest and team member experience that increases the overall long-term value of the resort.

The Ski Patrol Director reports directly to The Summit's Vice President of Operations. This is a full-time year-round role. This role is pivotal to The Summit's mission to be the best mountain in Washington to work and play.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

**Leadership:** As the Patrol Director, they are responsible for providing solid and consistent leadership and direction for the department's vision and daily functions. This includes setting goals, developing strategies, and implementing plans to achieve the objectives of The Summit at Snoqualmie. The director will have the responsibility for achieving resort goals for NPS (Net Promoter Score), TMES (Team Member Engagement Surveys), BSA (Brand Standards Assessment), revenue and EBITDA (Earnings before interest, taxes, depreciation, and amortization.)

**Program Oversight and Development:** The director is responsible for developing and implementing comprehensive Ski Patrol programs across all disciplines and product offerings; this includes daily operations in the winter season and increasing summer programs of The Mountain Bike Park, Scenic Lift Rides and the developing programs which may include Disc Golf and Forest Bridge walks.

- **Safety and Emergency Response:** Ensuring that ski patrol personnel are trained in first aid, rescue techniques, and avalanche response. They coordinate the team's response to accidents, injuries, and medical emergencies on the slopes, providing immediate medical attention and arranging for transportation to medical facilities when necessary.
- **Accident Reporting and Documentation:** Keeping thorough records of all incidents, accidents, and rescues, which may be used for analysis, insurance purposes, or legal matters.
- **Snow Safety and Avalanche Control:** Ski patrol director works with snow safety teams to assess avalanche risk and participate in avalanche control measures, such as explosives deployment, planning and strategies.



- **Risk Communication:** Effectively communicates with resort management and marketing to ensure communication to staff, guests and the public about current mountain conditions, safety measures, and any potential hazards.
- **Collaboration with External Agencies:** Work in cooperation with local emergency services, search and rescue teams, and medical facilities to coordinate responses to more significant incidents and accidents.

**Staff Management, certification, and development:** The director will oversee the recruitment, hiring, and training of Ski Patrol leadership, team members, and other staff members. They are responsible for ensuring evaluations of employees' performance each season, providing feedback, and conducting regular staff meetings to ensure the smooth operation of all programs. They are responsible for developing onboarding and continuing educational and certification training for staff to grow retention on the team as well as strengthen the ski patrol functions.

- **Training Programs:** Organize ongoing training and continuing education for ski patrol members, ensuring that they are current with the latest safety practices and emergency response techniques.

**Safety, Risk Assessment and Mitigation:** Ensures the safety of guests, team members and the public is of utmost importance. The Ski Patrol director is responsible for the implementation and enforcement of safety protocols and procedures. This involves conducting regular safety inspections, training, monitoring weather conditions, and making decisions regarding the opening, closing, or modification of activities based on safety considerations. The Ski Patrol director will collaborate closely with the Director of Risk Management to ensure legal compliance as well as risk management best practices in all areas of influence.

- **Policy Development:** Creating and implementing safety protocols and procedures for the ski patrol team. These policies may include guidelines for slope closures, evacuation procedures, and managing the use of toboggans for transporting injured guests.

**Budgeting and Financial Management:** The director is responsible for managing the financial aspects of the Ski Patrol program. This includes creating and monitoring budgets, managing department expenses, and delivering results to EBITDA targets. The director owns the department's full P&L accountability, including labor cost management across a large seasonal and year-round workforce. This includes forecasting labor needs, controlling overtime, managing headcount to budget, and making real-time staffing decisions that balance operational safety requirements with financial discipline. The director will work closely with HR and other management leaders to establish wage structures annually.

**Guest Relations:** The ski patrol director plays a vital role in maintaining a positive and safe experience for visitors and may interact with guests, addressing their concerns, and providing information about safety and mountain conditions.

**Collaboration and Communication:** Effective communication and collaboration with other departments, organizations, and stakeholders are vital. They will work closely with resort management, marketing, payroll and accounting, mountain operations, lift operations, snow sports, rentals and grooming and other relevant departments and personnel to coordinate operations, communication, share information, and ensure a safe and seamless experience for guests.

**Professional Development:** Stay current with industry trends, advancements, and best practices. This involves attending workshops, conferences, and relevant training programs to enhance his/her knowledge and skills. As well as maintaining relevant certifications. Stay informed about the latest advancements in ski patrol techniques, safety equipment, and medical procedures, and integrating relevant upgrades into the ski patrol's operations. Ensure the resort is compliant with ANSI B77 requirements.

**Administration:** Oversees and builds a high functioning leadership team that manages the department's administrative requirements such as payroll, scheduling, and team member training. The director must be able to learn and manage various required software platforms. Examples are Microsoft Office, NAV/UKG, Schoox, Edge Auditor or equivalent. The director will manage working relationships with 4 National Ski Patrol System volunteer patrol directors across the resort's base areas, coordinating scheduling, communication, and operational alignment between professional and volunteer patrol teams.



## QUALIFICATIONS

**Mountain Skills:** Passion for the mountain! They can ski and/or ride an intermediate to expert level. The director will also maintain equivalent Certification (or higher) and/or equivalent international credential. They should have at least five full-time seasons (25 months) in professional Ski Patrol. Experience in mountain bike operations and activities is considered a plus.

**Education:** Bachelor's degree or equivalent preferred.

**Knowledge:** Emergency response protocol required; Strong understanding of budgeting process and Profit/Loss statements (P&L). Microsoft 365.

**Experience:** A minimum of 5 years prior management and leadership experience in a Ski Patrol school of similar size and scope required. Experience with Payroll and LMS systems

**Certifications:** State approved Emergency Medical Care certification required. Valid Driver's License with no prohibitive or probationary restrictions. Must be current State or National **EMT Basic** or **Outdoor Emergency Care** and maintain annual **Health Care Provider CPR Certification**. Certification of patroller standards shall be maintained to an industry standard recognized by the National Ski Area Association. Must pass Federal Background check equivalent to BATFE authorized explosives possessor and/or certified by a valid state Labor and Industries Explosives licensing program.

### 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 a multi-year ski patrol staffing and succession plan that builds a pipeline of trained professional patrollers and volunteer leaders, reducing seasonal turnover and ensuring operational continuity across all four base areas.
2. **Excellence in Execution** – Implement and maintain consistent emergency response protocols, patrol scheduling standards, and avalanche control procedures across all base areas so that every patroller operates to the same high standard of safety and professionalism regardless of location.
3. **Attitude is Everything** – Lead by example on the mountain — modeling positive energy, composure under pressure, and a genuine passion for safety and guest care that inspires both professional staff and volunteer patrollers to bring their best every shift.
4. **Develop Great People** – Invest in the growth of patrol leadership by creating clear career progression pathways, supporting advanced certifications, and mentoring the four volunteer patrol directors so that The Summit develops the next generation of patrol leadership from within.
5. **Serve First** – Prioritize the safety and well-being of every guest and team member on the mountain — responding to incidents with urgency and care, ensuring patrollers have the tools, training, and support they need to deliver exceptional emergency response and guest service every day.

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to communicate (talk or hear). The employee frequently is required to stand, walk, and sit. Use of computer and keyboard work often. The employee is frequently required to ski or snowboard at an advanced or expert level. Ability to ski/snowboard with tools, bamboo, signage. Ability to work in deep/variable snow conditions (walking and skiing/snowboarding) under adverse conditions.

**Activity Requirements:**

Ski/Snowboard – Often

Manually move snow with shovel and/or rake, make unsafe, slippery conditions safer in variable weather conditions - Often

Hike in variable snow conditions - Often

Ride and unload chairlift safely with tools, and signage - Often.

Ability to use power tools safely in the snow and mountain conditions.

Situational awareness with heavy machinery (i.e., groomers on the mountain at night)

Work Remotely - Variable

Work Outdoors - Often

Work Indoors – Often Ability to hike in snowy mountain terrain with skis and a pack

Ability to lift up to 60 lbs

Ability to carry up to 50 lbs

**WORK ENVIRONMENT**

Ski Patrol director works indoors and outdoors in a mountain environment during the winter season and summer. Team members 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.

*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](mailto:summithr@summit90.com) to request accommodations during the application process.