



Director of Slopes & Surfaces Job Description

DEPARTMENT:	Mountain Operations	FLSA STATUS:	Exempt
REPORTS TO:	VP, Mountain Operations	STATUS:	Full-Time Year-Round
DATE APPROVED:	09/02/2026	APPROVED BY:	President & General Manager
WAGE RANGE:	\$100,000 - \$120,00		

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 Alpentel 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 Director of Slopes & Surfaces exists to deliver exceptional guest satisfaction through the quality of the mountain terrain product at The Summit at Snoqualmie and Alpentel. Every decision this role makes — how snow is groomed, how snowmaking is deployed, how parks are built, how trails are maintained — is ultimately in service of one outcome: guests experiencing a surface so consistently excellent that it becomes a defining reason they return. This is not a technical operations role that happens to affect guests; it is a guest-experience role that happens to be delivered through technical operations.

The director is accountable for guest-facing surface quality across all seasons and all disciplines, every operating day — neatly groomed runs, especially during variable atmospheric conditions; snowmaking deployed as a competitive advantage that extends and protects the guest season; a nationally recognized freestyle program; and progressive, well-maintained mountain bike trails. Success in this role is measured first and foremost by guest satisfaction outcomes, primarily NPS performance, with departmental execution serving as the mechanism, not the goal.

To achieve this, the director leads five departments — Grooming, Terrain Parks, Snowmaking, Property/Slope Maintenance, and MTB Trail Construction/Maintenance — and is accountable for their budgets. But the most successful leaders in this role don't manage five departments in parallel; they fuse grooming and snowmaking into one unified snow surfaces product, so that departmental silos disappear and guests experience one seamless, high-quality surface from top to bottom.

The Director of Slopes & Surfaces reports to the VP of Mountain Operations and works collaboratively across the resort — with the Snowsports School, the Mountain Bike Park program, lift operations, ski patrol, lift maintenance, and vehicle maintenance teams — to ensure that every aspect of the terrain product is aligned around the guest experience and the



resort's broader business objectives. Technical fluency and innovation in a demanding, variable mountain environment are requirements of the job; guest satisfaction is the reason the job exists.

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:** You build the snowmaking and grooming systems, seasonal plans, and team capabilities that outlast any single winter — positioning The Summit to lead the region in snow surface quality for years to come.
2. **Excellence in Execution:** You hold the grooming program, snowmaking operation, terrain parks, and trail network to an unwavering daily standard — delivering a high-quality mountain product consistently, regardless of conditions.
3. **Attitude is Everything:** You model composure and solutions-focused leadership when conditions are unpredictable, setting the tone for a multi-team department that must perform at its best precisely when the environment is hardest.
4. **Develop Great People:** You actively coach and develop your leadership team — including new-to-role managers — building team depth and cross-functional knowledge that makes this department resilient through every transition.
5. **Serve First:** You bring a daily awareness of what the guest is experiencing on the mountain and actively contribute operational solutions to improve NPS — partnering across divisions to ensure every terrain product decision serves the guest.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below are organized under the Boyne L.E.A.D.S. value each most directly reflects. Only keep the value headings that have genuine content for this role — delete any that don't apply rather than padding them.

Long Term Thinking

- Collaborate on development of the Snowmaking Master Plan — contributing operational expertise to long-range infrastructure, system design, and capital investment decisions in partnership with the VP of Mountain Operations, General Manager, and Planning Director
- Drive innovative solutions to ensure and insure product creation in an evolving climate — bringing a forward-looking mindset to a function where weather variability is increasing and operational resilience is a strategic priority
- Build the annual summer work plan with clear priorities, timelines, and resource allocation across grooming, trails, and slope maintenance functions — treating off-season preparation as a critical operational period that directly determines winter readiness
- Leverage Boyne network resources, peer expertise, and best practices from sister properties to lead The Summit to best-groomed-in-the-region status
- Develop annual operating and capital plans for each function in partnership with the VP of Mountain Operations
- Evaluate staffing model including the question of a dedicated Snowmaking Manager as the function and team develop

Excellence in Execution



- Own the grooming program — standards, scheduling, equipment deployment, and daily execution across all areas, with particular expertise in grooming man-made and technically produced snowmaking snow
- Develop and enforce grooming templates that deliver consistently excellent surface conditions regardless of atmospheric variability
- Drive snowmaking as a competitive advantage — optimizing a regionally leading snowmaking operation that ensures product creation regardless of conditions
- Develop the annual snowmaking production plan — aligning targets with terrain opening sequence, peak period readiness, and water and energy efficiency
- Maintain deep technical fluency in snowmaking systems — fan gun and all-weather systems — sufficient to lead the function, develop staff, and make real-time operational decisions
- Set standards for terrain park feature construction, maintenance scheduling, and daily inspection and shaping — ensuring operations meet all safety and risk management compliance requirements and industry standards
- Oversee MTB trail maintenance and construction through the MTB Trails Manager, ensuring trail product quality meets the standards of a thriving bike park program
- Ensure summer slope maintenance, brush cutting, drainage, and culvert work is planned and executed to protect terrain quality and set up winter operations for success
- Oversee 5 departmental budgets with full accountability for performance within approved parameters
- Coordinate closely with the Grooming Maintenance Manager and Sr. Manager, Vehicle Maintenance, Snow Removal & Fleet on equipment readiness — ensuring grooming machines and personal on-snow machines are serviceable and downtime is minimized through proactive scheduling

Attitude is Everything

- Model composure and solutions-focused leadership during high-pressure periods — variable weather, peak operations, and equipment challenges — setting the standard for how this department responds under pressure
- Foster a team culture of craft, pride, and genuine ownership of the mountain product across all functions — grooming, snowmaking, terrain parks, MTB, and summer terrain
- Operate as a constructive, collaborative partner across Mountain Operations, Snowsports School, Tubing Park, Mountain Bike Park, and Base Operations — particularly on shared terrain and surface responsibilities
- Understand the Mountain Bike Park's business objectives and guest experience goals well enough to direct trail maintenance and build priorities that actively serve those goals

Develop Great People

- Coach and develop managers across all functions — meeting each person where they are and building the skills, confidence, and accountability that elevate individual and team performance
- Invest equally in team members at every stage of their development — from those stepping into leadership for the first time to those deepening long-held expertise — recognizing that a strong team requires growth at every level
- Support team education on grooming techniques for snowmaking snow surfaces — building shared capability that directly improves the mountain product
- Build team depth and cross-functional knowledge so the department performs consistently through seasonal transitions, operational demands, and personnel changes
- Foster a team identity that takes genuine pride in the mountain product they deliver every day

Serve First

- Hold NPS improvement as a shared performance measure alongside resort NPS initiatives — particularly in the areas of terrain quality, snow conditions, terrain park product, and MTB trail quality



- Actively participate in cross-divisional guest experience review and contribute operational solutions to identified guest experience gaps
- Ensure snowmaking operations support Tubing Park grooming and product quality to the high standard guests expect
- Serve as a significant stakeholder in snowmaking capital planning — near and long term — ensuring the resort's infrastructure investment serves both current and future guest experience goals

QUALIFICATIONS

Required

- Deep, practical knowledge of snow grooming operations, equipment, and standards — this is a dominant technical credential for this role
- Strong snowmaking fundamentals and operational experience
- Working knowledge of terrain park design, construction, and safety standards
- Demonstrated leadership of multi-function operational teams in a variable-staffing environment
- Experience owning and managing departmental budgets
- Ability to work year-round across winter and summer operational cycles

Preferred

- Deep snowmaking expertise including fan gun and all-weather systems
- MTB trail building and maintenance experience; IMBA or equivalent trail classification familiarity
- Experience managing across multiple departments simultaneously
- Familiarity with summer slope and land management operations
- Resort, outdoor recreation, trail management, or grounds operations background

EDUCATION AND EXPERIENCE

A combination of post-secondary education and relevant operational experience equivalent to 5 or more years in mountain operations, grooming, snowmaking, or a closely related field. Meaningful leadership experience in snow grooming — as a grooming manager, groomer in charge, or equivalent role — is required. Strong knowledge of modern snowmaking practices and infrastructure is required. Resort, outdoor recreation, trail management, or land/grounds operations backgrounds are all considered; industry experience is an asset, not a requirement.

PHYSICAL DEMANDS

- Ability to work outdoors in mountain conditions including cold temperatures, snow, ice, and variable weather for extended periods
- Ability to operate grooming equipment, snowcats, and other mountain vehicles as required
- Capacity to walk, hike, and inspect terrain across a large multi-mountain property in all seasons
- Ability to work early morning, evening, weekend, and holiday shifts as operational demands require

WORK ENVIRONMENT

This is a year-round, full-time position based at The Summit at Snoqualmie, Snoqualmie Pass, WA. The role operates primarily outdoors across a multi-mountain resort spanning five base areas. Winter operations require early morning



starts, weekend and holiday coverage, and on-call availability during significant weather events. Summer operations involve trail work, slope maintenance, and off-season infrastructure preparation. Schedule variability is inherent to mountain operations and this role is expected to lead through it with flexibility and professionalism.

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