



Job Description

Job Title: Lift Supervisor – Scheduling Supervisor	Department: Outside Operations
Reports To: General Manager	Status: Full Time – Non-exempt

JOB SUMMARY

Leaders are responsible for executing Detroit Mountain's Guiding Principles and Priorities in the day to day management of staff and operational functions. Using an eye for detail and a passion for providing excellent internal and external customer service, the DM supervisor will model safety, friendliness, appearance, and efficiency to create a world class experience for all guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential job duty and responsibility satisfactorily.

- Lift Operations
 - Operate chairlifts safely and efficiently
 - organize guests in line to most efficiently load on chairlifts
 - check guests for proper lift tickets
 - Be attentive at load and unload areas
 - Engage guests at every opportunity
 - Maintain a professional appearance and demeanor
 - Work outside in winter conditions for extended periods
 - Maintain a safe work area
 - Maintain an aesthetically pleasing work area
 - Perform the expected amount of snow work. (Sweeps chairs, remove snow from load and unload areas)
 - Actively and efficiently organize lift lines and check guest's lift tickets
 - Demonstrate a teamwork ethic
 - Be familiar with motor rooms and their operation
 - Be familiar with the layout of the resort to give sufficient directions
 - Know how to perform lift evacuations
 - Take the initiative to be self-directed
 - Complete all paperwork efficiently and legibly
 - Adhere to all skiing policies
 - Perform other duties as assigned
 - Uphold Detroit Mountains policies and procedures
- Supervisory Duties
 - Provide training and support to staff on all outside operations and equipment.
 - Manage and schedule all Lift Operations Staff
 - Ability to interact and maintain positive relationships with guests, co-workers, and management and provide excellent customer service.
 - Support other departments as needed.
- Manager on Duty
 - Ensures that guests are satisfied and a positive outcome is met with all issues that arise.
 - Offer assistances to all areas both inside and outside operations.
 - Responds quickly to all needs that may arise and communicates effectively with other managers, ski patrol and employees.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication and interpersonal skills, must be friendly, personable and comfortable working with people.
- Good organizational and observation skills
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends are required.
- Maintain a neat and orderly shop as well as putting tools away.
- Ability to adhere to all safety policies
- Ability to interact and maintain positive relationships with guests, co-workers and management.

PHYSICAL REQUIREMENTS

- Must be physically able to be on feet for extended periods of time: stand for long periods of time.
- Must be able to handle exposure to inclement weather
- Must be able to bend, lift, and twist repeatedly.

REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Experience working in the industry is preferred, but not required.