



Job Description

Job Title: General Manager	Department: Mountain Operations
Reports To: Board of Directors	Status: Full Time - Exempt

JOB SUMMARY

The General Manager is responsible for implementing the 501 (c)(3) mission and vision of the non profit organization through the successful execution of 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 General Manager 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.

Staff Management

- Directs and supervises Inside and Outside Operations Managers and their staff (Guest Services, Events and Groups, Food & Beverage, Snowsports, Rentals, Tubing, Lift Operations, Maintenance, Snow Making, Snow Grooming, and Facilities).
- Directs and supervises Volunteer Ski and Bike Patrol Directors.
- Interviewing, hiring and onboarding of all staff with support from Department Managers and Supervisors.
- Training and education for all areas, working closely with other departments to create a collaborative training environment for all staff regardless of position.
- Scheduling for Manager on Duty and possibly other areas as needed.
- Providing feedback and support to all personnel, including coaching, corrective action and terminations.
- Respond quickly to all needs that arise and communicate effectively with Department Managers.
- Maintain strong communication and collaboration with all departments via email or department meetings.
- Ensure that staff adhere to standards and are both professional and productive.
- Resolves high level issues while providing the best guest experience possible.

Business Operations

- Maintaining the organization's 501 (c)(3) status.
- Create an annual budget, including establishing rates and capital expenditures, for review and adoption by the Board of Directors and Detroit Lakes City Council.
- Develop a risk management plan for all areas of operations.
- Establish safety protocols and training and maintain documentation.
- Develop, implement and maintain donor recognition and cultivation.
- Plan, Coordinate and execute annual fundraising events.
- Create an annual daily operations schedule and calendar of events.
- Direct the content for the web site and social media platforms.
- Direct annual marketing plan.
- Point of sale expert and liaison between payment processing vendors.
- Establish cash handling procedures and perform daily audits and deposits
- Direct accounts payables and receivables and review monthly financial statements with Treasurer
- Expert in product knowledge and offering.
- Assess current and future projects, making decisions with the Board of Directors to continue to grow the business while developing and supporting the Non-Profit mission.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication and interpersonal skills, friendly, personable and comfortable working with people.
- Strong conflict resolution skills and a desire to work in the customer service industry.
- Excellent organizational and observation skills
- Must be able to maintain a flexible schedule, including evenings, holidays and weekends.

- Enjoys working in a high customer contact and fast paced environment.
- Ability to interact and maintain positive relationships with donors, guests, staff and community.

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

- Four year degree in Recreation or Business Administration or equivalent work experience.,
- Experience working in the ski, amusement, recreation, or hospitality industry.
- Experience working for a non-profit organization, Board of Directors, or similar organization.
- Experience managing risk.
- Strong computer skills able to work with all programs including but not limited to word, excel, google suite, and quickbooks.