



## Detroit Mountain Outside Operations Job Description

<b>Job Title:</b> Bike Lift Operator/Lift Attendant	<b>Department:</b> Lift/Outside Ops
<b>Reports To:</b> Outside Operations Manager	<b>Status:</b> Full or Part Time Seasonal

### **JOB SUMMARY**

The primary role of the Lift Operator is to facilitate the safe uphill transport of all mountain biking and scenic lift riders at Detroit Mountain Recreation Area

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greet every guest, assist, and provide information about Detroit Mountain Recreation Area
- Knowledge of assigned lift machinery (control system, safety system, auxiliary power unit, etc.)
- Knowledge of emergency plans (lift evacuation, fire, wind, lightning, etc.)
- Perform maintenance on ramps and around lift load/unload areas
- Control and organize guests for proper lift chair loading
- Provide a safe experience for all guests by providing instruction on rules for riding the lift
- Complete required log sheets daily and other documents as needed
- Must maintain a professional well-groomed appearance and have employee badge visible at all times
- Responds quickly to all needs that may arise and communicates effectively with other operators/lead/supervisor
- Maintains a clean, safe work environment by performing extra duties such as raking and moving debris out of the way
- Communicates with Guest Services/Maintenance when running into lift operational issues
- Cleans lift shacks as needed and keeps Load and unload areas clean and clear for guests
- Use first aid kit and contact Bike Patrol when needed for guests as well as staff
- Ability to interact and maintain positive relationships with guests, co-workers, and management and provide excellent customer service
- Adhere to all safety policies/procedures
- Be familiar with special mountain events
- Compliance with all company policies and procedures as well as any regulatory requirements

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must be highly motivated
- Excellent communication and interpersonal skills
- Good organizational and observation skills
- Must be able to work days, evenings, and weekends as necessary
- 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 18 years old for lift operations or 16 years old for lift attendant.
- Ability to work in hot/humid weather conditions
- Ability to read, write and verbally communicate effectively
- Must be able to bend, lift, and twist repeatedly
- Must be able to lift 50 lbs

### **REQUIRED EDUCATION, CERTIFICATIONS AND EXPERIENCE**

- Previous experience in lift operations is preferred, but not required