

Department: Operations
Title: Operations Manager
Reports to: General Manager/ Director of Base Area
Benefits Available: Medical, Dental, Vision, 401k, PTO: 3 weeks
Full-Time/ Year Round
Skill Level:, Intermediate+, Advanced

We are seeking a highly skilled and experienced individual to join our team as an Operations Manager. As the Granite Gorge Mountain Park Operations Manager, you will be responsible for the operations and management of the lift maintenance & operations department, guest services (point of sale), snowmaking, patrol and the guest parking operation Inclusive of direct management of a core group of our associates. You will also provide oversight and support to our base area manager and the overall day-to-day functionality of the base area. The successful candidate will have excellent organizational and communication skills, a strong understanding of ski resort operations, the ability to adapt quickly to business needs and a passion for providing exceptional leadership to our team and guest experiences.

Responsibilities:

General

- Develop and implement strategies to enhance the overall guest experience and maximize revenue opportunities in all aspects of operations, including events.
- Prepare and present regular reports to senior management on:
 - Departmental performance, achievements, challenges, and opportunities
 - Labor utilization, scheduling efficiency, and staffing costs
 - Project performance, achievements, challenges, and opportunities
 - Budgetary performance, achievements, challenges, and opportunities (Plan vs. Actual)
- Uphold and enforce safety protocols, procedures, and industry best practices to create a secure environment for guests and staff.
- Ensure guests have a memorable and enjoyable experience by maintaining high standards of service and safety throughout the resort.
- Ensure facilities are maintained and cared for.

Hiring/Discipline

- Source, screen, and interview potential candidates, ensuring alignment with job requirements and company values.
- Coordinate and participate in interview panels, ensuring a consistent and inclusive hiring process.
- Work closely with management to address employee performance and conduct issues in a timely and sensitive manner.

- Conduct thorough investigations into employee misconduct or violations of company policies, maintaining confidentiality and impartiality.
- Advise managers on appropriate disciplinary actions, ensuring compliance with company policies and relevant employment laws.
- Facilitate disciplinary meetings and maintain documentation of actions taken and discussions held.
- Assist in drafting performance improvement plans (PIPs) and providing coaching to help employees achieve desired outcomes.
- Monitor the progress of PIPs and provide regular updates to management

Labor Planning

- Collaborate with various departments to gather data on production, sales, and other relevant metrics to develop accurate labor demand forecasts.
- Utilize historical data, industry trends, and business projections to create labor models that align with anticipated workload fluctuations.
- Analyze variances between forecasted and actual labor requirements, identifying reasons for discrepancies and adjusting models accordingly.
- Help develop and maintain employee schedules that meet operational needs while adhering to labor regulations and policies.
- Consider factors such as skill levels, availability, shift preferences, and labor laws when creating schedules.
- Optimize staffing levels to balance workload demands and control labor costs, minimizing overtime and underutilization.
- Collaborate with managers to allocate resources effectively during peak and off-peak periods, ensuring optimal coverage and operational efficiency.
- Monitor and communicate staffing shortages or surpluses, suggesting adjustments to maintain productivity levels.
- Communicate labor plans and scheduling changes clearly to employees and managers, fostering a transparent and informed workforce.

Project Management

- Collaborate with management to define project scope, goals, and deliverables, ensuring a clear understanding of project requirements.
- Develop comprehensive project plans, including tasks, timelines, resource allocation, and risk management strategies.
- Create project budgets, monitor costs, and ensure efficient resource utilization throughout the project lifecycle.
- Build and lead cross-functional project teams, providing clear direction, assigning tasks, and fostering collaboration.
- Communicate project expectations to team members and stakeholders, keeping everyone aligned with project goals and milestones.

- Monitor team performance, provide feedback, and address any challenges or conflicts that arise during project execution.

Coordination/ Support

- Help coordinate all event logistics, including venue selection, vendor management, mountain departments, etc.
- Help create detailed event timelines and production schedules to ensure seamless execution.
- Help oversee event setup, tear-down, and on-site management to ensure everything runs smoothly.
- Engage regularly with the Base Area Manager and support in overseeing the day-to-day base area operations, including the rental department, bar/lounge area, shred school and other relevant areas.
- Collaborate with Base Area Manager to ensure departments efficient execution of tasks, projects, and initiatives.

Mountain Operations

- Provide visionary leadership to the mountain operations team, including bike/ski patrol, lift operations, snowmaking, grooming, parking.
- Oversee maintenance activities for lifts, snowmaking equipment, grooming machinery, and other infrastructure to ensure proper functioning and safety.
- Manage and allocate resources, including personnel, equipment, and budgets, to optimize operational efficiency and control costs.
- Implement strategies to address recurring issues and improve overall satisfaction.

Base Area Operations

- Oversee the day-to-day base area operations, including the rental department, bar/lounge area, shred school and other relevant areas. Collaborate with Base Area Manager to ensure departments efficient execution of tasks, projects, and initiatives.
- Lead, motivate, and manage the guest service team, providing coaching and mentorship to ensure a high level of performance and professionalism.
- Collect and analyze guest feedback to identify trends, areas for improvement, and opportunities for enhancing guest experiences.
- Implement strategies to address recurring issues and improve overall satisfaction.

Point of Sale

- Administer and maintain the functionality of the POS system, including software updates, configurations, and troubleshooting.
- Ensure the accurate integration of products, prices, discounts, and promotions into the POS system.

- Provide technical support to staff and customers regarding POS system usage, transaction processing, and related inquiries.
- Troubleshoot and resolve technical issues promptly to minimize disruptions to customer service.
- Monitor POS transactions for accuracy, identifying any discrepancies and taking corrective actions as needed.
- Investigate and resolve issues related to voids, returns, and other transaction anomalies.

Qualifications:

- Bachelor's degree in business administration, hospitality management, or a related field (preferred but not required).
- Proven experience (3+ years) in ski resort operations or a similar role, with a demonstrated track record of successful management.
- In-depth knowledge of ski resort operations
- Strong leadership skills with the ability to inspire and motivate a diverse team.
- Excellent organizational and problem-solving abilities, with a keen attention to detail.
- Effective communication skills, both verbal and written, with the ability to interact professionally with guests, employees, and partnership at all levels.
- Proficiency in using computer systems and software related to ski resort operations, such as point-of-sale systems, reservation platforms, excel and other programs.
- Ability to read and understand various types of reporting and present to General Manager/ Base Area Director and ownership
- A flexible schedule, including the ability to work evenings, weekends, and holidays as needed.
- CPR and first aid certifications (preferred).
- Passion for skiing/snowboarding/ Mountain Biking and a deep understanding of the ski industry.
- Valid driver's license- required
- Willing to work in inclement weather and high stress situations
- Ability to work in a fast-paced environment

Physical & Work Environment

- Employee must be able to regularly lift and/or move up to 25 pounds frequently and lift and/or move up to 60 pounds occasionally.
- Bending, twisting, kneeling, crouching, crawling and standing/sitting for long periods of time
- Employee will need specific vision abilities such as close vision, distance vision, peripheral vision, depth perception and ability to adjust focus as needed.
- Must be able to perform tasks and assignments in high stress situations with professionalism
- Ability to work in extreme weather conditions with rapidly changing environments