

Granite Gorge Mountain Park
JOB DESCRIPTION

Title: Lift Operator

Reports to: Lift Operator Lead

Department: Mountain Operations

FLSA Status: Non-exempt

Job Type: Seasonal

Summary: Responsible for checking customer's tickets and ensuring that guests get safely on and off of ski lifts by performing the following tasks.

Essential Duties & Responsibilities:

1. Operate ski lifts.
2. Check tickets to ensure that guests have checked in.
3. Ensure the safety of guests getting on and off of the lift.
4. Stop ski lifts, when needed, to ensure the safety of all guests (i.e. a guest falls when trying to get on to lift).
5. Assist guests with how to get on and off lifts.
6. To your best ability, prevent crowds from forming, keeping people moving efficiently.
1. Assist mountain operations with other tasks, as needed.
2. Communicate with other departments to ensure the mountain is safe.
3. Follow appropriate radio use guidelines and etiquette.
4. Interact in a professional and educating manner with all guests.
5. Promote a guest service culture by communicating with customers in a professional, friendly and courteous manner, especially when dealing with angry or irritated customers.
6. Identify service issues and bring them to management's attention.
7. Assist other staff with duties when assistance is needed, including covering when staff members are out.
8. Follow company policies and procedures to ensure compliance with all applicable state or federal laws.
9. Attend weekly safety meetings with staff, and promote a safety culture.
10. Perform other duties or projects as assigned.

Knowledge, Skills and Other Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to successfully work in high stress situations
- Ability to multi-task and adapt to changes quickly
- Ability to work well under pressure and meet deadlines
- Ability to work independently with little direction
- Decision Making Skills
- Diplomacy
- Enthusiastic attitude and willingness to learn
- Excellent verbal communication skills
- Excellent customer service skills
- Listening skills
- Must be proactive and take initiative
- Organization Skills
- Problem solving skills
- Professionalism
- Team player
- Troubleshooting skills
- Time management skill
- Technologically savvy, with the ability to quickly learn and adapt to systems and software such as Google applications, SubltUp, and Square for managing rental transactions, scheduling, and inventory.

Education/Experience:

- Must be 18+ years of age
- Must be able to operate basic equipment/machinery
- Experienced Skier/Snowboarder on all terrains and in all weather conditions preferred.

Equipment:

- Chair lifts
- Surface lifts
- Conveyors

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to lift and/or move up to 25 pounds and occasionally required to lift and/or move up to 60 pounds unassisted. The employee is regularly required to walk, use hands, reach with hands or arms, bend, twist, stoop, kneel, crouch, crawl, talk, hear and stand and sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to extreme inclement weather conditions, wet or humid conditions (non-weather), works near moving mechanical parts, works in high precarious places, may be exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold (non-weather), extreme heat (non-weather) runs the risk of electrical shock and may be exposed to vibration.

The noise level in the work environment is usually loud.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents.

Employee Name (Please Print)

Date

Employee Signature