



**rabbit hill**  
snow resort

# Job Description

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## **Title**

Lifts Operations Assistant Manager

## **Reports To**

Lifts Operations Manager

## **Summary**

Assists the Lift Operations Manager with supervising and directing activities of lift operations as well as the RFID attendants.

## **Job Duties**

- Perform daily duties of Lifts Manager in his/her absence.
- Assist the Lifts Manager in overseeing the daily operations of the lifts and RFID gate attendant departments, ensuring smooth and efficient functioning.
- Assist the Lifts Operations Manager with hiring, record keeping, training, scheduling, and other administrative tasks.
- Train and onboard new staff, ensuring they are equipped with the necessary skills and knowledge to perform their duties safely and effectively.
- Oversee supervisors and staff, providing guidance and support to ensure adherence to safety protocols and excellent customer service.
- Monitor lift operations, including loading and unloading procedures, lift maintenance, and troubleshooting any technical issues.
- Collaborate with other departments, such as tubing, grooming, and ski patrol, to ensure seamless coordination and communication.
- Conduct regular inspections of lifts and equipment, and other outdoor infrastructure to identify any potential hazards or maintenance needs.
- Maintain accurate records of lift operations, incidents, and maintenance activities.
- Assist in developing and implementing operational policies and procedures to enhance efficiency and safety.

- Handle customer inquiries, complaints, and feedback in a professional and timely manner.
- Stay updated on industry trends, regulations, and best practices related to lift operations.
- Perform other tasks as required.

## Requirements

- Previous experience in lift operations or a similar role within the ski industry is highly desirable.
- Previous supervisory or management experience preferred.
- High school diploma or equivalent; additional education or certification in ski resort operations or related field is a plus.
- Strong knowledge of lift operations, safety protocols, and customer service principles.
- Excellent leadership and communication skills to effectively manage a team and interact with staff and guests.
- Ability to remain calm and make sound decisions in high-pressure situations.
- Proficient in using Microsoft Word, Excel, and Outlook and the ability to learn other software for record-keeping and communication purposes.
- Physically fit and able to work in outdoor and variable weather conditions. Must be able to lift up to 50 lbs.
- Willingness to work flexible hours, including weekends and holidays, as lift operations require.
- Ability to operate ATVs and other off-road vehicles.
- Must be over 18 years of age.
- Must have own reliable transportation to Rabbit Hill

## Working Conditions

- Frequently working outside in all winter weather conditions.
- Frequently working near moving mechanical parts and heavy machinery.
- Working in a high-traffic and noisy environment
- Standing and walking for most of the shift.
- Frequent bending, kneeling, twisting, reaching, and lifting.
- The Lift Operations Assistant Manager may need to work irregular hours, including early mornings, evenings, weekends, and holidays, to ensure lift operations are adequately managed.

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Employee Signature

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Manager Signature

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Date



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