



Lift Maintenance Manager

Description:

The Lift Maintenance Manager leads the team responsible for ensuring the safe, efficient, and reliable operation of all ski lifts within the resort. This includes managing preventative, predictive, scheduled, and unscheduled maintenance, as well as overseeing staff and ensuring compliance with all relevant regulations.

Responsibilities:

- **Oversight and Planning:** Directing mechanical and electrical maintenance, overseeing budgets, planning capital improvements, and implementing maintenance programs according to standards and requirements.
- **Team Leadership and Management:** Hiring, training, scheduling, supervising, and providing performance feedback to lift maintenance personnel, emphasizing safety and excellent guest service.
- **Maintenance and Repair:** Managing daily maintenance operations, including inspections, repairs, and preventative maintenance, diagnosing and resolving various mechanical and electrical issues, and maintaining the cleanliness and condition of equipment and workspaces. This also involves coordinating preventative and emergency maintenance.
- **Safety and Compliance:** Ensuring compliance with regulations, maintains required records, follows safety policies, and develops emergency response plans.
- **Collaboration and Communication:** Communicating and collaborating effectively with other departments, employees, and guests.
- **Administrative Duties:** Controlling parts inventory, record logging, record keeping, training, auditing, ordering parts, coordinating with vendors, and preparing incident reports.

Key Skills and Qualifications:

Age: Minimum 18 years old

Experience: A minimum of 2 years of related experience with a background in lift maintenance, general mechanics, and electrical work is typically required, along with prior leadership experience. Experience with specific lift types and in a supervisory role within the ski industry is preferred.

General Skills: Strong leadership, problem-solving, and communication skills are necessary. The role requires the ability to interpret technical documents, use various tools and equipment, and knowledge of electrical and hydraulic systems. Familiarity with safety standards and regulations (OSHA, ANSI-B77) is also important. Proficiency in standard office software and strong organizational skills are beneficial. Intermediate skiing or snowboarding ability may be preferred.

Customer Service: Ability to provide excellent customer service, handle guest inquiries and concerns, and ensure a positive guest experience.

Environment and Physical Expectation: Ability to perform tasks such as lifting, pushing, pulling, climbing, and standing for extended periods of time, lifting up to 50 lbs, performing repetitive tasks often at heights, and working in various outdoor weather conditions, including but not limited to cold winter conditions

Schedule Expectation: Flexibility in working hours, including weekends, holidays, and overtime, is generally expected

Safety Awareness: Strong understanding of and dedication to safety protocols and the ability to enforce them effectively.

Problem-Solving Skills: Ability to quickly and effectively identify and resolve issues related to operations, safety, and/or guest experience.

Organizational Skills: Ability to manage staff schedules, inventory, and daily operations effectively.

Note: This description provides a general overview and may not include all specific duties or responsibilities, which are subject to change