



Lift Operations Supervisor

Job Description:

The Lift Operations Supervisor is responsible for the daily supervision, leadership, and performance of all lift operations staff while ensuring the safe, efficient, and guest-focused operation of all aerial lifts and surface lifts throughout the resort. This position oversees daily lift operations, employee scheduling, training, and compliance with company policies, manufacturer recommendations, and all applicable regulatory requirements.

The Lift Operations Supervisor serves as a working supervisor by providing hands-on leadership, supporting lift attendants during daily operations, monitoring lift performance, coordinating with Lift Maintenance, Ski Patrol, Snowmaking, Facilities, and Mountain Operations, and ensuring an exceptional guest experience through safe and efficient lift operations.

Essential Duties and Responsibilities:

Lift Operations:

- Supervise the daily operation of all aerial lifts, surface lifts, and conveyor lifts.
- Ensure lifts open and close safely and on schedule each day
- Conduct daily lift inspections and operational checks in accordance with company procedures
- Monitor lift operations throughout the day to ensure safe, efficient, and continuous service
- Respond to lift stoppages, operational issues, and guest service concerns.
- Coordinate lift operations with Lift Maintenance during scheduled and unscheduled repairs
- Assist with lift evacuations and emergency response procedures when necessary
- Ensure loading and unloading areas are maintained in a safe and organized condition
- Monitor weather conditions and adjust lift operations as necessary to ensure guest and employee safety

Leadership & Staff Management:

- Supervise, schedule, and lead lift operators, lead operators, and seasonal lift staff
- Recruit, hire, train, mentor, and evaluate employees
- Prepare employee schedules to ensure adequate staffing for weekdays, weekends, holidays, and special events
- Conduct new hire orientation, on-the-job training, and ongoing operational and safety training
- Complete employee performance evaluations and provide coaching, corrective action, and professional development
- Foster a positive work environment emphasizing teamwork, accountability, communication, and exceptional guest service

Safety & Compliance:

- Ensure all lift operations comply with company policies, ANSI B77 standards, state regulations, and manufacturer operating procedures
- Enforce safe work practices and proper operating procedures for all lift personnel
- Conduct routine safety meetings and operational briefings
- Ensure employees utilize appropriate personal protective equipment (PPE)
- Report accidents, incidents, equipment concerns, and near misses promptly and accurately
- Participate in emergency preparedness drills and lift evacuation training

Guest Service:

- Promote outstanding guest service by maintaining professional, courteous, and efficient lift operations
- Assist guests with loading and unloading procedures when needed
- Respond professionally to guest questions, concerns, and complaints
- Ensure ADA accessibility procedures are followed for guests requiring special assistance
- Monitor lift line flow and implement strategies to minimize wait times

Administrative Responsibilities:

- Maintain daily operational logs, inspection reports, staffing records, and incident documentation
- Monitor labor costs and staffing levels while maintaining operational efficiency
- Assist with departmental budgeting and operational planning
- Order operational supplies, uniforms, signage, and equipment as needed
- Participate in preseason planning and post-season operational reviews
- Provide recommendations for operational improvements, staffing needs, and guest service enhancements

Qualifications:

- High school diploma or GED required; college coursework in business, recreation, hospitality, or a related field preferred
- Three or more years of experience in ski lift operations or mountain operations.
- Previous supervisory or leadership experience preferred
- Knowledge of aerial lift operations and ski resort procedures
- Valid driver's license with an acceptable driving record

Knowledge, Skills, and Abilities:

- Thorough knowledge of ski lift operations and guest service practices
- Strong leadership, communication, and employee development skills
- Ability to make sound decisions in fast-paced and changing operational environments
- Excellent organizational, problem-solving, and conflict resolution skills
- Ability to coordinate multiple priorities while maintaining safe operations
- Ability to work independently and collaboratively with multiple resort departments
- Strong customer service and interpersonal skills
- Basic computer skills with experience using scheduling, timekeeping, and reporting software

Physical Requirements:

- Ability to work outdoors in cold, snowy, windy, and adverse weather conditions
- Ability to lift up to 50 pounds
- Ability to stand, walk, climb stairs, bend, kneel, and perform physically demanding tasks throughout the workday
- Ability to work weekends, holidays, early mornings, and extended hours during the winter season
- Ability to respond quickly to emergencies and operational issues across mountain terrain

Work Environment:

- Primarily outdoor mountain environment with occasional office work
- Exposure to cold temperatures, snow, ice, wind, moving machinery, and varying terrain
- Seasonal overtime, weekend work, holiday work, and extended shifts are required during winter operations

Preferred Certifications:

- ANSI B77 Lift Operations Training
- Lift Evacuation Certification
- First Aid/CPR Certification
- OSHA Safety Training
- Incident Command System (ICS) Training

Key Competencies:

- Leadership and Team Development
- Lift Operations Management
- Safety Leadership
- Guest Service Excellence
- Communication
- Decision Making
- Problem Solving
- Conflict Resolution
- Time Management
- Operational Planning
- Accountability
- Customer Service Focus

Salary:

Competitive salary commensurate with experience, qualifications, leadership abilities, and overall fit for the position.