

Holiday Valley Resort
Lift Operations Manager
Job Description 2024

Position Objective:

The Mountain Operations Department is a leading segment of Holiday Valley and its success. This position involves oversight of the finding, hiring, placement and management of the day and night lift operations personnel of the resort.

Reporting Relationships: Director of Mountain Operations

Works Closely With: Mountain Operations Supervisors and Staff
All Departments of Holiday Valley
Guest Services Manager, RFID Ticketing Staff
Safety and Security

Major Responsibilities:

1. Hiring and developing a strong lift operations team to run the lift system at the resort efficiently, effectively and successfully.
2. Responsible for maintaining staff ratios, wage scales and the other departmental operating cost controls as appropriate.
3. Involvement in assisting with short-, medium- and long-term planning for the success of the lift operation and infrastructure.
4. Safety training and implementation of requirements to comply with ANSI B77, OSHA, Department of Labor Code Rule 32 & 54, NYS Article 18, DEC, Federal, State, County and Local regulatory authorities and bodies.
5. Management of areas of responsibility with awareness and promotion of a safe environment and the minimization of risk. Risk management for the guest and employee including accident prevention, safety awareness and appearance and representation as a defense witness, if required.
6. Communication with all staff, suppliers and guests along with the ability to maintain a disciplined, friendly and personable attitude that exudes leadership.

7. Awareness of Holiday Valley Mountain Resort and common-sense application to reach goals. This will need to be done in conjunction with an open mind and a willingness to endorse change and improved communication.

The incumbent is expected to continually grow the position, responsibilities and the individual's skills. The duties and responsibilities that are listed are not all inclusive. Other duties may develop, be assumed or be assigned as needed in the ever growing and changing atmosphere of the organization.

Qualifications:

1. Strong leadership and management skills.
2. Accountability, strength of character and independence.
3. Ability to use discerning judgement and maintain confidentiality.
4. Ability to communicate with a wide range of people.
5. Sense of urgency and attention to detail.
6. Work or educational experience to have adequate skills for effecting the position requirements.
7. Decisiveness and commitment.
8. Knowledge of mechanical and electrical operations, including detachable and fixed grip lifts.
9. An understanding and appreciation of skiing and snowboarding with the skills required to navigate Holiday Valley terrain.
10. The ability to understand systems and be able to problem solve with abstract conceptualization and implement this effectively and efficiently.
11. Presentation skills and being comfortable to communicate verbally, in writing and with public speaking.