

PATS PEAK SKI AREA

Director of Base Area Services

Job Description

Position: Director of Base Area Services

Updated: March 2021

Supervisor: General Manager

Overview: Responsible for all hiring, training, scheduling, coordination of managers for the following departments:

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| • Starting Gate Rental Shop | SFT | Manager |
| • Finish Line Ski Shop | YFT | Manager |
| • Lodge Maintenance | YFT | Manager |
| • Cafeteria and Retail Food Cashiers | SFT | Manager |
| • Sled Pub | YFT | Manager |
| • Fun Squad | SFT | Manager |
| • Apartments | None | |

Starting Gate Rental Shop Hire/train and supervise manager along with assisting with interviewing and approving supervisors. Ensure rental equipment stays modern, up to date, and set general direction of the rental shop. Training is to be coordinated with supervisor and Guest Services/Snow Sports to provide seamless guest experience.

Department Manager Responsibilities Overview

- Hire and coordinate staff of approximately: 15-25 cashiers, 25-30 ski boot techs and 25 ski techs.
- Director to prepare annual capital budget for purchase and replacement of equipment.
- Maintain a five year rotation of equipment as an "ideal".
- Maintain fleet of 1500 sets of skis, 3000 boots, 500 snowboards, 15 Snowbikes and 24 sets of snowshoes.

Finish Line Ski and Repair Shop Hire/train and supervise manager along with assisting with interviewing and approving supervisors. Coordinate with manager on equipment and soft goods buys. Attend ski equipment trade shows for buyer showcases.

Department Manager Responsibilities Overview

- Coordinate with suppliers and manager of ski shop to keep inventory at proper level and product mix.
- Maintain price stability and discount appropriately for end of season to sell down inventory.
- Mix of product should be centered on a "oh, I forgot it" philosophy.
- Shop does not carry "hard goods" such as skis or snowboards.
- Repair shop is centered around tuning and fixing equipment to keep guest "out on the snow".

Lodge Maintenance Hire/train and supervise manager along with assisting with interviewing and approving supervisors.

Department Manager Responsibilities Overview

- Clean and maintain all base lodges, bathrooms, and common areas.

- Maintain inventory levels of cleaning materials and equipment
- Hire and train a lodge handyman
- Director to schedule bi-annual fire inspections to procure occupancy permits and keep proactive relationship with Henniker Fire Department.
- Snow removal of all decks and walkways for Main Lodge, Valley Lodge, ATC and rental properties.
- Assist with all Special Events as needed.

Sled Pub Hire/train and supervise manager along with assisting with interviewing and approving supervisors

Department Manager Responsibilities Overview (TBD if this department stays under this Director)

- Operate an extremely fast paced/high volume bar/restaurant
- Be knowledgeable of all NHLC rules and guidelines and ensure team members are TEAM certified.
- Staff to consist of a manger, assistant manager, bartenders, servers, host, bar-backs and food-runners. (approximately 30 people)
- Director, manager, assistant manager and lead bartender should graduate from a full one week course presented by Boston Bartenders School of America.
- Management of inventory control is considered on an equal par as customer service.
- Maintain consistent open to close hours as dictated by Pats Peak.
- Manage and permit all events requiring alcohol service on property.
- Service a robust Corporate Race League Monday through Thursday
- Director to personally hire and oversee all bands and entertainment for Friday and Saturday nights.
- Director and department to work closely with the Food and Beverage Director to safely serve a complete restaurant menu.

Cashiers Hire/Train and Supervise Managers along with assisting with interviewing and approving supervisors

Department Manager Responsibilities Overview

- Staff and manage Tradewinds, Valley, Candy Counter, Guys to Go Go, bag watch, and special event cashier stations as needed.

Fun Squad/Safety Services Hire/train and supervise manager along with assisting interviewing and approving supervisors. Maintain relationship with Henniker Police Department.

Department Manager Responsibilities Overview

- Plaza greeting and crowd control/direction.
- Saturday POP entertainment.
- Lift Line Ticket Checkers and Coordinators
- Mascot Program
- Kids Activity table on Weekends and Holidays
- Assist Marketing with Surveys
- Assist with All special events, hiring fairs, and company orientations.
- Maintain snowshoe trails and signage

Rental Properties: Acquire knowledge of landlord/tenant law, post ads, interview/interact with tenants, execute leases, and maintain communication with accounting for rent receivables. Coordinate with lodge maintenance and array of contractors to keep apartments in working condition. Execute mountain polices for rental apartments and handle evictions, if necessary. Effective apartment turnover: 2-4 per year.

Special Events: Create, plan and execute all special events, in collaboration with other departments, including but not limited to:

New Year's Eve Celebration
Diversity Day (focus on serving non-represented markets for Pats Peak)
Mascot Day
Vertical Challenge
Hawaiian Weekend
Pond Skim
Oktoberfest

Cultural Exchange and Diversity Program

(TBD if this will continue due to government policies)

- Acquire broad knowledge of the U.S. Immigration and Visa laws and processes.
- Acquire specific knowledge of ALL aspects of the J-1 laws and processes.
- Select one or more sponsors. Fulfill all applications and documentation requirements.
- Cultivate relationships with agencies in foreign countries.
- Travel to or conduct Skype/Zoom interviews of ALL candidates.
- Complete all required hiring paperwork for sponsors/agencies/candidates.
- Negotiate/acquire approved Housing.
- Co-ordinate the acquisition of Social Security Cards
- Lease Shuttle Busses
- Arrange all pick-up and transportation from Bus Stations and Airports.
- Conduct an in depth orientation for all students pertaining to every aspect of their life while at Pats Peak.
- Plan, Organize and execute weekly "Cultural trips and events" to enrich the quality of the J-1 experience and to satisfy State Department requirements.
- Prepare yourself to be Mother, Father, Brother, Sister, Boss, Friend, Comforter, Nurse, Disciplinarian, Coach Etc. to 24 Souls 7,000 miles away from home.
- Reverse all the above for departures
- Continue to develop non-traditional markets and expand cultural outreach.

Uniforms

Develop "uniform policy and design" with fellow Directors
Inventory Base Area Uniforms
Direct "end of season" collection and laundry of uniforms
Order uniforms for all "base area departments" Lift and Mountain Operations control their own.
Ensure proper wearing of uniforms such as shirt tails tucked in, name tags, clean and ironed.

Job Description:

SPECIFIC RESPONSIBILITIES and QUALIFICATIONS:

1. Energetic can do attitude.
2. Work with senior team to ensure proper collaboration with overall sales strategy.
3. Focus on streamline efforts for both guest services and associate efficiently.
4. Staff hiring, training, scheduling and management.
5. Assist with inventory and ordering. Proficient with MS Office

6. Maintain proactive relationship with Henniker Police and Fire Departments.

WHAT WE EXPECT OF YOU: Ability to work in a fast paced environment and change direction on a dime. Able to follow directions with limited supervision. Ability to handle high stress/peak load environment. A successful applicant will keep drama to minimum, step back, develop, and implement management changes, as necessary, and execute effective plan.

REQUIREMENTS:

- Lifting and stairs are required.
- Stand for long hours.
- Ability to work evenings, weekends and holidays.
- Ability to work in a fast-paced environment.
- Ability to work with young, inexperienced, seasonal employees and foreign J-1 visa employees (if applicable).
- Work well and cohesively with other team members.
- Wear uniform at all times while on duty.

WHAT TO EXPECT FROM US: Work schedules vary, operation is seven days a week/14 hours a day. You would not be expected to work that schedule but you must ensure its successful operation. Operating schedules and service demand are influenced by weather conditions and guest attendance. Pats Peak provides uniforms. Employment is year round. Work load:

Winter Season is usually from the beginning of December through the end of March. A very heavy prep session occurs starting late October through beginning of ski season. Candidate should have a “can do/fight” attitude. Want to quit when the going gets tough? Don’t apply.

Off-Season: Prep for winter and recharge. Reimagine how things are done and execute.

This is a full time, year- round position. Compensation is commensurate with experience. Benefits include health insurance, generous profit sharing & 401(k) match. We offer educational reimbursement, family season passes, equipment rental, lessons, meal vouchers and discounts in our retail shop. This position allows the right candidate to bring the service of Pats Peak to a new level. A successful, motivated applicant will see a blank canvas – ready for paint – in front of them.

