



Lift Manager Job Description

Position: Lift Manager

Updated: 8/26/21

Director: Sarah Demmons

Overview:

Supervises Lift Operators, Lift Attendants and Lift Supervisor(s). Lift Manager is in charge of scheduling for the above stated areas and ensuring that employees adhere to all company rules. Ensures that Lift Attendants and Operators maintain the loading/unloading areas, perform crowd control, and check lift tickets/season passes. This is an outside job working in a variety of winter weather elements. The Lift Manager ensures the daily operation of a chair lift is done in a safe and efficient manner while promoting positive staff and guest relations.

Job Description:

- Coordinates relief and lunch breaks for attendants.
- Create weekly schedules for Lift Operations.
- Does “first line” troubleshooting for chair lift problems.
- Checks all daily lift paperwork.
- Assist with routine lift maintenance.
- Provide information to customers and staff.
- Assists in the training program put in place for Lift Operations.
- Assists in the interviewing process/job fair.
- Operate Skid steer for snow removal.

What we expect of you:

Working outside can be both challenging and rewarding. Lifts operate snow or shine for our guests. Must be able to work in a fast pace environment. Must have knowledge of State of New Hampshire Tramway Board rules and regulations.

Ability to maintain a positive attitude, excellent guest/employee relations and ability to perform under pressure are the hallmarks of a successful Lift Manager. We are looking for a mature, responsible and upbeat individual to join our team. A smile and good attitude is naturally part of your uniform.

Requirements:

- Skill in operating basic machinery.
- Ability to shovel snow for long periods and meet physical demands of repetitive work.
- Ability to work under varying weather conditions, often extreme in nature.
- Ability to provide accurate information and maintain good attitude during stressful situations.
- Ability to speak clearly and communicate thoroughly with customers and staff.
- Willing to work overtime, holidays, and weekends as requested by the Director.