MOUNT ST. LOUIS MOONSTONE

Lift Operator

Reports To
Lift Supervisor, Lift Operations Manager

Purpose of the Job

The Lift Operator is responsible for the safe, efficient and orderly loading, transportation and unloading of guests. This position works closely with Lift Supervisors to ensure lift operations, safety procedures and guest service standards are consistently maintained.

Duties & Responsibilities

- Safely load and unload guests from surface, fixed-grip and detachable lifts.
- Monitor lift operations and ensure all safety procedures are followed.
- Immediately report hazards, unsafe conditions, equipment concerns or other conditions that may affect guests or employees.
- Check lift tickets and passes for validity and proper location.
- Maintain accurate Lift Logs, Stop Logs and required operational documentation.
- Maintain an orderly and fair flow through lift corrals, mazes and loading areas.
- Operate lifts efficiently and maximize uphill capacity while maintaining safety.
- Complete all required opening, operating and closing procedures.
- Clear and maintain snow from assigned lift loading/unloading areas, ramps and work areas.
- Maintain a clean, safe and organized work area.
- Work cooperatively as part of the Lift Operations team and assist in other lift areas as required.
- Provide friendly, courteous and informative service to guests as a front-line representative of the resort.
- Respond to guest questions and complaints professionally and involve the Lift Supervisor when appropriate.
- Recognize incidents requiring documentation and complete the appropriate reports accurately.
- Follow all company policies, procedures and safety requirements.
- Participate in required lift safety, emergency and evacuation training.
- Perform other duties as assigned.

Skills & Educational Requirements

- Minimum 1 year expereince as a LIft Operator

Physical & Working Conditions

- Work outdoors for extended periods in winter weather and sometimes extreme conditions.
- Ability to stand for extended periods while working in lift loading areas.
- Ability to walk and work safely on uneven, snowy and icy surfaces.
- Ability to shovel and move snow as required.
- Ability to push, pull and lift up to 40 lbs; assistance is available for heavier items.
- Ability to ascend and descend ladders and work safely at heights where required.
- Ability to maintain awareness of guests, lift operations, signals and changing conditions.
- Ability to work scheduled day and night shifts, weekends and holidays as required by resort operations.
- Employees are expected to arrive on time, in uniform and ready to begin work at their scheduled start time.

Typical Hours: Weekends and holidays as required

Day Shift: 8:15 a.m. – 4:30/4:45 p.m., depending on snow maintenance and operational requirements
Night Shift: 4:30 p.m. – 9:30 p.m.

Wages: 18.65 hourly / 40 hours per week
Seasonal employment
Early morning, Evening, Shift, Flexible hours, Morning, Night, On call, Day, Weekend
Must speak English

Education
No degree, certificate or diploma
Experience
1 year as a Lift Operator

On site
Work must be completed at the physical location. There is no option to work remotely.

Work site environment
Outdoors
Noisy
Cold/refrigerated
Wet/damp

Responsibilities & Tasks
Operate ski lifts
Monitor safety area
Provide instruction and assistance to skiers on surface lift techniques and loading and unloading of chair lifts
Assist with the loading and unloading of skiers with special needs
Clean and maintain recreational facilities and grounds
Operate radio and other communication equipment to communicate emergency events, maintenance of equipment and other procedures with staff members
Be the point of contact when in need to handle emergency situations
Assist clients on and off ski lifts
Assist clients/guests with special needs
Provide customer service

Additional information
Own transportation
Valid driver's licence

Work conditions and physical capabilities
Fast-paced environment
Attention to detail
Bending, crouching, kneeling
Handling heavy loads
Physically demanding
Personal suitability

Client focus
Efficient interpersonal skills
Excellent oral communication
Excellent written communication
Flexibility
Judgement
Reliability
Team player
Initiative
Organized