MOUNT ST. LOUIS MOONSTONE

Lift Operator

Reports To
Lift Supervisor, Lift Operations Manager

Purpose of the Job

Main purpose is to ensure our guests load, travel up the lift line to the top and unload the lift in a safe and orderly manner. This position works closely with the Lift Operation Supervisors to ensure procedures are carried out professionally.

Duties & Responsibilities

- Load and unload guests safely on and off lifts
- Ensure all safety precautions are followed and inform Supervisor of any conditions that may affect the safety of our guests or fellow employees
- Check lift tickets and passes for validations and proper location
- Maintain accurate Lift Log and Stop Log
- Maintain an orderly and fair flow through corral and maze system
- Maximize uphill capacity
- Ensure all opening and closing procedures are followed
- Responsible for snow maintenance
- Maintain cleanliness and organization of work area
- Work as a team, job share
- Be friendly, courteous, and informative to all guests (front line employee)
- Be present, in uniform and punctual on scheduled days with a packed lunch
- Deal with complaints in a pleasant manner and know when to call upon lift supervisor for assistance
- Recognise incidents that require documentation – fill out appropriate paperwork correctly
- Read and understand company policies and procedures
- Other duties assigned

Skills & Educational Requirements

- General operation of carpet lifts, fixed grip and detachable ski lifts
- Lift Evacuation training or experience
- General knowledge of resort type environment and customer expectations
- Public relations
- Good communication skills
- Read & write English and able to differentiate between colours

Physical & Time Requirement

- Day Shift Hours 8:15 am – 4:30 pm – 4:45 pm depending on snow maintenance
- Night Shift Hours 4:30 pm – 9:30 pm
- Be on call and available, if required, on days off
- Follow lunch, washroom and break procedures as directed
- Work outdoors, sometimes in extreme weather conditions
- Ability to push/pull
- Physically fit to shovel snow
- Lift up to 40 lbs, assisted lifts with anything over 40 lbs
- Ability to stand for long periods of time outside while working loading area
- Stability to walk on uneven surfaces and icy conditions
- Ability to ascend/descend a ladder and comfortable working from heights
- Peripheral vision

- Communicate, converse with and exchange accurate information with guests and fellow employees in a polite and professional manner