



City of Traverse City

JOB POSTING

Announcement No. 20-018

September 10, 2020

Seasonal Hickory Hills Lodge Operations Manager

Pay Range \$15.00 - \$20.00 per hour

Applications are being received in the City Human Resource Office for a Seasonal Hickory Hills Lodge Operations Manager

Under the general supervision of the Parks & Recreation Superintendent, management of the Hickory Hills Lodge in the winter, including general administration of the ticket office, retail sales and equipment rental area, personnel supervision and budgeting.

- ✓ Plans, coordinates, leads and supervises the Lodge operation of Hickory Hills.
- ✓ Conducts Hickory Hills operation generally during the months of October through March, reporting to the Parks and Recreation Superintendent.
- ✓ Coordinates scheduling of full-time staff with other divisions as needed.
- ✓ Supervises the daily activities of full-time and seasonal staff at Hickory Hills. Trains, schedules, supervises and evaluates seasonal and full-time employees. Oversees safety training and ensures safety rules are followed. Instructs subordinate personnel on departmental policies and procedures and monitors employee performance to ensure compliance. Recommends disciplinary action according to established procedures.
- ✓ Maintains and safeguards cash receipts and balance sheets for revenues at Hickory Hills.
- ✓ Supervises Lodge Café kitchen operator and facilitate inventory control procedures and nightly deposits for food sales.
- ✓ Thorough knowledge of the practices, methods and equipment used in ski hill operations and maintenance including, but not limited to, well and pump operations and maintenance, snowmaking and snow gun maintenance, conveyor lift maintenance and operations, tow rope operations and state requirements for lifts, snow grooming practices and procedures, ticket office management and rental equipment procedures.
- ✓ Educational requirements include an Associate's degree or equivalent technical training in recreation, ski industry management, or an equivalent field.
- ✓ Experience requirements include three years of progressively more responsible experience in Ski area management, including supervisory duties.

For consideration, applicants must submit a **completed application, a resume and a cover letter** to the City of Traverse City, Human Resources Department, 400 Boardman Avenue, Traverse City, MI 49684 **applications will be accepted until the position is filled.**

Traverse City is an Equal Opportunity Employer
Job description with additional minimum qualifications is attached

JOB DESCRIPTION

SEASONAL HICKORY HILLS LODGE OPERATIONS MANAGER			
Department:	Hickory Hills	FLSA Status:	Non-Exempt
Job Code:	13-691-176	Unit/Group:	Temp/Seasonal
Work Comp Code:	9102	Pay Classification:	\$15-20/hr

Reporting Relationships
Receives general supervision from the Parks & Recreation Superintendent
Supervises all Seasonal Hickory Hills Lodge Employees

Essential Job Functions
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. <i>Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.</i>

Under the general supervision of the Parks & Recreation Superintendent, management of the Hickory Hills Lodge in the winter, including general administration of the ticket office, retail sales and equipment rental area, personnel supervision and budgeting.

Job Responsibilities
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

1. Performs job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City’s safety procedures at all times.
2. Plans, coordinates, leads and supervises the Lodge operation of Hickory Hills.
3. Conducts Hickory Hills operation generally during the months of October through March, reporting to the Parks and Recreation Superintendent.
4. Projects needs for seasonal and full-time staff. Participates in recruiting, hiring and training seasonal staff. Coordinates scheduling of full-time staff with other divisions as needed.
5. Supervises the daily activities of full-time and seasonal staff at Hickory Hills. Trains, schedules, supervises and evaluates seasonal and full-time employees. Oversees safety training and ensures safety rules are followed. Instructs subordinate personnel on

- departmental policies and procedures and monitors employee performance to ensure compliance. Recommends disciplinary action according to established procedures.
6. Acts as Hickory Hills Slope Operations Manager in their absence.
 7. Maintains and safeguards cash receipts and balance sheets for revenues at Hickory Hills.
 8. Supervises Lodge Café kitchen operator and facilitate inventory control procedures and nightly deposits for food sales.
 9. Maintains records of Hickory Hills usage. Prepares summaries and reports as required.
 10. Assists the Superintendent of Parks and Recreation in developing the annual budget for Hickory Hills.
 11. Estimates and orders materials as needed and according to established procurement and budgetary policy.
 12. Keeps abreast of new developments in ski area operations through continued education and professional growth.
 13. Works with the Parks and Recreation Superintendent to prepare bid documents at Hickory Hills.
 14. Performs related work as assigned.

Minimum Qualifications

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Knowledge of:

- Knowledge of hazards and safety precautions.
- Thorough knowledge of the practices, methods and equipment used in ski hill operations and maintenance including, but not limited to, well and pump operations and maintenance, snowmaking and snow gun maintenance, conveyor lift maintenance and operations, tow rope operations and state requirements for lifts, snow grooming practices and procedures, ticket office management and rental equipment procedures.
- Considerable knowledge of the safety issues, regulations and procedures used in ski hill operations.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, and meeting quality standards for services.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Working knowledge and ability of basic office procedures and computer applications.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data.

Skills and Abilities to:

- Ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with employees, contractors, professional contacts, City Administrators, vendors, and the public.
- Ability to critically assess situations and solve problems, and to work effectively under stress, within deadlines and changes in work priorities.
- Ability to effectively lead and motivate others.
- Must be able to comprehend, process, and apply the English language and to communicate effectively verbally and in writing and to understand and carry out written and oral instructions.
- Ability to consistently demonstrate sound ethics, good judgment and confidentiality of information.
- Ability to deal with public/customers in a positive and professional manner.

Education, Training and Experience:

- Educational requirements include an Associate's degree or equivalent technical training in recreation, ski industry management, or an equivalent field.
- Experience requirements include three years of progressively more responsible experience in Ski area management, including supervisory duties.

Licensing and Other Requirements:

- A valid Michigan driver's license is required.
- CPR & First Aid Certification

Physical Demands and Work Environment

The physical demands and work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY OR LEAD WORK RESPONSIBILITIES

Coordination of the work of others is a normal function assigned to this position.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to stand, ride, walk, talk and hear; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

TOOLS AND EQUIPMENT USED

In the performance of job duties, the incumbent may use the following tools and/or equipment: Calculator, telephone, copy machine, computer & I-Pad; 2 way radios, computers, snowmobile, ropes, cashier, waxing iron, screwdrivers, tuning machine, edging machine.

WORK ENVIRONMENT

While performing the duties of this job, the employee frequently works inside and outside, weather conditions. The employee frequently works near moving mechanical parts. The noise level is moderate. Harsh weather conditions will occasionally be encountered in route to work. Small and large working area environments.. Proper footwear is a must, indoors and out. Work days and hours, as well as the number of hours required will vary, with an emphasis on weekends and holidays.

Employee Signature

Date

The City of Traverse City is an equal employment opportunity employer, committed to promoting equal employment opportunities for all applicants and employees.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employers and requirements of the job change.

Job Description History

Created 09.09.2020

Budget

Primary	504-504-702.000	
Secondary		

Approval

Signature

Name

Job Title

Date