



## JOB DESCRIPTION

<b>HICKORY HILLS MANAGER</b>			
<b>Division:</b>	Parks and Recreation	<b>FLSA Status:</b>	Exempt
<b>Budget:</b>	504-504-702.000	<b>Unit/Group:</b>	ACT GROUP
<b>Work Comp Code:</b>	8810	<b>Pay Classification:</b>	Grade 5

<b>Reporting Relationships</b>
Under the direct supervision of the Parks and Recreation Director
Hickory Hills seasonal employees and others as assigned

<b>Essential Job Functions</b>
<p>Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. 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.</p>

The Hickory Hills Manager is a pivotal leader responsible for shaping and executing the year-round vision of the Hickory Hills Recreation Area. This role oversees all aspects of operations, including winter sports, summer programming, facility rentals, events, maintenance, and staff leadership, while advancing the goals of the Hickory Hills Multi-Season Recreation Master Plan. Reporting directly to the Parks and Recreation Director, the Manager is charged with not only sustaining daily operations but also enhancing and evolving Hickory Hills as a premier, multi-use recreation destination for the future.

As the steward of this vibrant community asset, the Manager ensures a safe, welcoming, and dynamic experience for all users. Responsibilities include managing budgets and capital improvements, coordinating and collaborating with partner organizations, and maintaining accurate operational and usage records. Strong organizational, leadership and communication skills as well as a passion for ski area management are essential to inspire staff, engage the community, and sustain a facility that serves generations to come.

Consistent with departmental responsibilities, this position demands a high level of flexibility and dedication, including availability during evenings, weekends, holidays, and on a 24/7 basis to respond to emergencies.

This position is the staff liaison for the Hickory Hills Advisory Committee, recognizing and utilizing the group as a valuable collaborative partner in shaping the direction, programs, and priorities of Hickory Hills.

<b>Job Responsibilities</b>
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This job description should not be construed as an exhaustive list of duties and responsibilities performed by persons assigned to this classification. It is not intended to limit or in any way modify the right of any supervisor or manager to assign, direct and control the work of employees under his/her supervision. All principal duties and responsibilities of this position are essential functions of the position. Job descriptions are reviewed on a regular basis and may be revised at any time. Revisions will be communicated to employees within the classification. This job description does not constitute a contract of employment.

1. Performs job duties adequately, properly, and in a timely manner; follows personnel and departmental policies and operating procedures; shows respect, tact, and courtesy in dealings with coworkers and the general public; behaves in a manner that does not obstruct or hinder other employees from completing their duties; acts in a manner that is safe and follows the City's adopted policies and procedures at all times.
2. Plans, coordinates, leads and supervises the maintenance and operation of all aspects of the Hickory Hills Recreation Area across all four seasons, including:
  - a. Winter Operations: Oversight of Nordic and alpine programs, including snowmaking and grooming; management of lodge operations, including food and beverage service, equipment rental, and retail sales.
  - b. Summer Operations: Oversight of seasonal programming and facilities, including disc golf, hiking trails, and future mountain biking trails; coordination of contracted summer day camp programming; management of events and facility rentals (e.g., weddings, receptions, and gatherings); and supervision of outdoor campus maintenance.
  - c. Vendor & Contract Management: Manages agreements with external vendors and consultants supporting both winter and summer operations.
3. Develop, maintain, and strengthen partnerships with stakeholder organizations (user groups, school teams, and community organizations), through consistent communications, organizing logistics, scheduling, and operational coordination to support successful programming and events, and by managing and updating Memorandums of Understanding (MOUs) and ensuring alignment with City policies.
4. Trains, schedules, supervises and evaluates seasonal and full-time employees.
  - a. Encourages a culture of excellent customer service, safety, and passion for public recreation.
  - b. Oversees safety training and ensures safety rules are followed.
  - c. Responsible for upholding and creating necessary standard operating procedures.
  - d. Instructs subordinate personnel on adopted City of Traverse City and departmental policies and procedures, and monitors employee performance to ensure compliance.
  - e. Facilitates disciplinary action according to established procedures.
  - f. Reviews and enters departmental employee hours into the BS&A timesheet module. Verifies and ensures accuracy of employee time reports, and compliance with adopted collective bargaining agreements.
5. Works in direct coordination with the Communications and Strategic Initiatives Department on all marketing, public information, and user communications to ensure consistent, timely,

and accurate messaging to the general public and facility users.

6. Coordinates with volunteer Ski Patrol on safety related matters, equipment, and certifications.
7. Ensuring equipment is in proper working order and facilities comply with applicable safety requirements. Coordinates equipment, staff, and supplies required to perform necessary maintenance.
8. Coordinates with the Facilities Manager on preventive and required facility (lodge) maintenance needs.
9. Coordinates annual safety inspection of Hickory Hills Ski Area with State officials to ensure the area complies with all requirements.
10. Maintains and safeguards point of sale systems for all revenue producing activities, including responsibility for daily cash receipts and deposits in accordance with established City policies and procedures.
11. Maintains records of Hickory Hills usage. Prepare summaries and reports as required.
12. Estimates and orders materials and supplies as needed and in accordance with established procurement and budgetary policies.
13. Coordinates closely with City Departments regarding private contracting for special projects, ensuring contracts are effectively managed, compliant, and supportive of the City's goals. Provides project oversight and quality control.
14. Embraces professional growth and stays current on industry best practices and standards. Maintains active membership in the National Ski Area Association and the Midwest Ski Area Association, with dues covered by the City. Participation in these organizations is expected to support industry awareness, professional development, and the integration of best practices into operations.
15. The responsibilities of this position will generally be performed during regular business hours; however, irregular hours including evenings, weekends, and holidays shall be required based on the season, scheduled events, or at the direction of the Parks and Recreation Director. Perform other related duties as assigned.
16. Participates in additional committees and commissions as directed by the Parks and Recreation Director.

<b>Minimum Qualifications</b>
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the job.

**Knowledge of:**

- Thorough knowledge of the practices, methods, technology, and equipment used in Ski Hill Operations and Maintenance and related hospitality business functions.
- Considerable knowledge of the safety issues, regulations and procedures used in Ski Area Operations.
- Knowledge of principles and practices of asset management, including inventory control, lifecycle planning, preventative maintenance, and capital replacement strategies.
- Understanding of budgeting and financial forecasting related to an enterprise fund and asset maintenance and replacement.
- Knowledge of and/or ability to use Microsoft Office: Word, Excel. Google Suite: Email, Calendar, Hangouts, Meet, BS&A Modules, and White Peaks software.

**Skills and Abilities to:**

- Ability to develop and maintain positive relationships with key stakeholders and user groups, including City administrators, elected officials, community organizations, advisory committees, partner agencies, and the public.
- Ability to apply effective communication, collaboration, and conflict resolution strategies to foster trust, engagement, and long-term partnerships.
- Strong organizational skills and self-initiative, with the ability to rapidly shift focus/multi-task.
- Ability to detect errors, determine causes and make corrections while maintaining composure under pressure.
- Ability to analyze information, apply logic, and interpretation skills to make decisions in accordance with established policies and procedures.
- 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 and train, supervise, and evaluate their work.
- Ability to prepare comprehensive and accurate reports, develop standard operating procedures, and maintain a comprehensive records retention system.
- Represent the Department/City in a positive, courteous, professional and friendly manner with all internal and external customers at all times.
- Possess excellent verbal and written communication skills including English, spelling and grammar and making presentations in public forums.
- Ability to interpret and translate facts and information to provide explanations to public inquiries regarding policies and procedures and to recommend appropriate or alternative courses of action.
- Ability to consistently demonstrate sound ethics, good judgment and confidentiality of information.

**Education, Training and Experience:**

- Associate's degree or equivalent technical training in Ski Area Management, Parks & Recreation, or a related field. Bachelor's degree preferred.

- Five (5) years of relevant experience in Ski Area Management, Parks & Recreation, or a related field.
- Familiarity with snowmaking, snow grooming, rope tows, rentals, retail, and food and beverage operations.
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**Licensing and Other Requirements:**

- A valid Michigan driver’s license is required.
- Must reside and maintain principal residence within 30 miles of the nearest city limit, within twelve months of hire.
- High level of flexibility and dedication, including availability during evenings, weekends, holidays, and on a 24/7 basis to respond to emergencies, based on seasonal demands and scheduled events.

<b>Physical Demands and Work Environment</b>
The physical demands and work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**SUPERVISORY OR LEAD WORK RESPONSIBILITIES**

Supervisor of the personnel assigned to Hickory Hills, has the authority to directly make or effectively recommend important personnel decisions (hire, fire, discipline, promote). Hickory Hills is currently staffed by 1 full-time Hickory Hills Manager and 1 full-time Maintenance Worker and seasonal staff as needed as dictated by the season.

**PHYSICAL REQUIREMENTS**

In the performance of job duties, the employee is required to use a computer for extended periods, travel to various locations, communicate verbally, and hear clearly. The position regularly demands strong written and oral communication skills; the ability to observe and interpret situations; analyze and solve complex problems; develop, read, and interpret data, information, and documents; and manage multiple tasks under changing priorities and tight deadlines. The role also requires frequent interaction with public officials, staff, partner organizations, and members of the public.

The employee is frequently required to stand, walk, use hands to finger, handle or feel objects, and reach with hands and arms. Occasionally, the employee must stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move items of light to moderate weight, with the ability to lift and/or move up to 50 pounds regularly and occasionally up to 100 pounds. Specific vision abilities include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

**TOOLS AND EQUIPMENT USED**

The employee may use the following tools and equipment: multi-line phone system; computer and associated software (Microsoft Office, Google Suite, BS&A, point-of-sale systems); copier, fax machine, and scanner; handheld radios; ski hill and lodge equipment; and food service equipment.

**WORK ENVIRONMENT**

The employee frequently works outdoors in all weather conditions and is exposed to seasonal temperature extremes. Occasional exposure to moving mechanical parts, wet and humid environments, fumes or airborne particles, toxic or caustic chemicals, vibration, and risk of electrical shock may occur. The noise level can range from quiet to very loud depending on the activity and location. The employee also works in an office setting, performing administrative and planning tasks in a typical indoor environment. Irregular hours, including nights, weekends, and holidays, are required depending on the season and scheduled events.

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Employee Signature

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Date

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