



JOB DESCRIPTION:

CITY OF TRAVERSE CITY

Hickory Hills Lodge Operations Lead

RELEVANT DETAILS

Seasonal position, any day of the week, 1:00 PM – 10:00 PM, now through April, up to 40 hours per week once the season begins, \$23-25/hr.

APPLICATION PROCESS

Please Submit a completed application to the City of Traverse City Human Resource Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to jobs@traversecitymi.gov
Application link: [Application](#)



POSITION SUMMARY:

The Lodge Operations Lead assists in overseeing daily lodge operations during the winter season and serves as the on-site lead when the Lodge Supervisor is not present. This hands-on, customer-facing position provides excellent guest service while coordinating day-to-day activities, supporting staff and volunteers, ensuring smooth facility operations, and assisting with ticket sales, rentals, merchandise, and cash handling. The Lodge Operations Lead helps maintain a positive and efficient lodge environment

JOB RESPONSIBILITIES, REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS

- Provide excellent customer service to guests, including ticketing, season pass sales, rentals, and merchandise purchases.
- Serve as the on-site lead when the Lodge Supervisor is not present, ensuring smooth daily operations and guest satisfaction.
- Support and mentor lodge staff and volunteers to maintain quality service and operational standards.
- Assist with cash handling, including daily reconciliation and documentation.
- Fit and assist guests with rental equipment (boots, skis, snowboards, poles) to ensure satisfaction.
- Perform job duties accurately and properly; follow personnel and department policies and operating procedures; maintain positive and effective working relationships with staff; act safely and follow City safety procedures at all times.
- High School Diploma or equivalent.
- Must be at least 18 years of age and possess and maintain a valid driver's license.
- A minimum of 2 years of related experience, preferably in customer service, retail, or recreational operations.

PHYSICAL DEMAND and WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to talk, hear, and interact with guests and staff. Frequent use of hands and arms to handle equipment, merchandise, and office tasks is required. The employee must occasionally lift and/or move items up to 50 pounds, and frequently lift items up to 30–35 pounds. The position requires standing, walking, stooping, kneeling, and reaching for extended periods while assisting guests or performing operational duties.

Work is performed primarily in a lodge setting. Noise levels vary from quiet (office areas) to medium (rental and guest activity areas). Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Traverse City is an Equal Opportunity Employer