



JOB DESCRIPTION:

CITY OF TRAVERSE CITY

Seasonal Hickory Hills Lodge Supervisor

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, \$30/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@traverscitymi.gov
Application link: [Application](#)



POSITION SUMMARY:

Responsible for overseeing and coordinating lodge operations during the winter season. This position is hands on and customer facing, providing excellent guest service while managing scheduling, retail merchandise, ticket sales, rentals, and cash handling. The role also involves mentoring and coordinating lodge staff and volunteers, working directly with user groups, ensuring smooth daily operations, and preparing the lodge for the winter season

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

- Provide excellent customer service to guests, including ticketing, season pass sales, rentals, and merchandise purchases; respond to walk-up, telephone, and email inquiries; resolve customer issues.
- Coordinate lodge staff schedules and volunteer assignments, mentor staff, and ensure coverage for guest services, rentals, and retail operations
- Oversee retail merchandise, including ordering, inventory management, and sales tracking.
- Perform cash handling, including daily reconciliation, deposits, 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 3-5 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