



## **Job Posting – Lift Operator**

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### **Summary**

The Lift Operator will provide our customers with a high level of customer service. The Lift Operator is responsible for ensuring customers safely load, ride and unload lifts. The Lift Operator is accountable for dealing with customer inquiries, concerns and instruction on lift use. They follow all Laurentian Ski Hill procedures and policies when providing customer service. Lift Operators participate in all assigned training and understand his/her role as brand ambassador to create a positive experience for all guests.

### **Core Competencies**

- Customer Focus
- Communication
- Energy
- Teamwork
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

### **Job Duties**

- Instruct customers in safe loading, riding, and unloading techniques;
  - Ensure that the assigned lift is run according to company policies and procedures;
  - Ensure safe, efficient, and courteous operation of the lift to which you are assigned
  - Perform routine start up checks of lift;
  - Maintain the proper condition of loading, unloading ramp, corral, lift, and areas surrounding the terminals;
  - Answer customers' questions;
  - Understand the operating and emergency procedures for assigned lift;
  - Minimize the number of stops and missed J-bars and/or chairs while keeping safety in mind;
  - Work with safety in mind to create a safe environment for themselves, other employees, and the customer;
  - Greet customers loading the lift.
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- Maintain clean and orderly work areas;
  - Resolve customer concerns;
  - Perform minor maintenance work including shovelling snow;
  - Any other duties as required.



## **Requirements**

- Strong customer service and troubleshooting skills;
- Ski or Snowboard experience preferred;
- Exceptional conflict resolution, negotiation, and objection handling skills;
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment;
- Able to work with minimal supervision;
- Effective work habits;
- Excellent organizational skills;
- Able to effectively communicate verbally ;
- Able to work well under pressure;
- Strong attention to detail;
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times;
- Professional appearance and manners;
- Strong work ethic and positive team attitude;

## **Working Conditions**

- Willing to work outside in all weather conditions
- Manual dexterity required
- Lifting or moving 30 + lbs may be required
- Work hours may be weather dependent

**If you are hired, prior to your start date and as a condition of your employment, you will be required to provide proof that you are fully vaccinated against COVID-19 in accordance with Public Health guidelines or provide proof of a valid medical exemption.**

**Please send your resume to Karen Jones the General Manager via email at [karen.jones@northbay.ca](mailto:karen.jones@northbay.ca) by November 25, 2021 at 5:00 p.m.**