

Job Description For Dispatch position at Mount St Louis Moonstone

Under the direction of Ski Patrol Director, Resort General Manager and Operations manager

Document and assign duties for medical emergencies, snow safety, avalanche rescue, and evacuations. Coordinate and communicate mountain status with mountain operations, employees, other departments, and guests.

Position Functions / Areas of Responsibility

1. Assign, dispatch, and record emergency and non-emergency events for resort operations
2. Communicate and record mountain information
3. Dispatch customer service
4. Verify and maintain appropriate personnel
5. Transmits or receives information between departments
6. Obtains the nature, location, and information involved with emergencies.
7. Create Announcements for Patrol, Lifts, snow School, groomers, & Snowmakers

Interactions

1. Direct and continuous contact with guests.
2. Direct and continuous contact with co-workers, management, and other departments.
3. Must have the ability to interact at any time with guests and other employees in a pleasant manner and maintain good working relationships with others and all departments at MSLM

Education & Experience Requirements

1. High School Diploma or equivalent
2. College degree in related field preferred. Additional related work experience may be substituted for education.
3. Experience in job specific work with demonstrated competence.

Specific Requirements:

1. Must be at least 21 years of age.
2. Able to communicate in English effectively verbal, written, or electronically.

Skills & Knowledge

Technical:

1. Knowledge of MSLM mountain/terrain
2. Multitasking
3. Able to operate effectively under stress and demanding conditions.
4. Problem solving

Administrative:

Well organized, write legibly, file correctly

Working Conditions

Work Schedule:

1. Shifts vary, may be early morning or late evening, weekends, holidays, depending on business levels.
2. May experience unusual stress from high business volumes, deadlines, continual work with public, winter conditions, snow night requirements and commuting to/from Snowbird.

Physical:

1. Work is subject to frequent interruptions making continuity and accuracy difficult, frequent exposure to noise.
2. Other/Additional: possibly a 10 hour plus work shift