

## Terrain Parks Manager & Designer

**REPORT TO:** Director of Operations, General Manager

### PURPOSE OF THE JOB

Main purpose is to oversee all aspects of the Terrain Parks for Mount St. Louis Moonstone. Communication of the Terrain Parks Department is encouraged to happen on a regular basis with Resort Managers and Owners. This position will see the individual working closely with the Grooming, Snowmaking, and Ski Patrol Departments in order to provide the best park in Ontario. As an ambassador for the Resort, is responsible for representing our Vision by providing a fun, friendly place for our employees and skiers & snowboarders to create lasting memories.

### DUTIES AND RESPONSIBILITIES

- Design park features and refurbish existing rails and pressboxes by priming, painting and putting on graphics prior to opening season
- Responsible for hiring and training new and returning employees
- Responsible for scheduling hours and keeping record of employees hours
- Responsible for laying out the terrain parks designs for the upcoming season or for upcoming scheduled events
- Responsible for implementing procedures which will maintain a high level of service
- Responsible for documentation of park design, procedures and overall presentation of the park
- Responsible for monitoring equipment, buildings for wear and tear ~ notify the Director of Operations, General Manager if any concerns arise
- Responsible for setting up and tearing down event displays
- Responsible for the cleanliness of the Park building
- Work closely with Groomers and the Terrain Parks Manager during the construction phase
- Perform morning and evening sweep, set up and tear down
- Perform daily maintenance and marking of Terrain Parks features
- Documentation and checks on Terrain Parks features through the GeoAuditor, noting open and close times
- Monitor all features; take off/landing ramps, rails and box features for wear, any hazards or snow building up around features. If safety is compromised, close the feature; fix the problem as soon as possible. If problem cannot be fixed, keep feature closed until it can be fixed properly
- Monitor all fencing signage, and feature discs S M L XL, verify position and condition are correct. Replace, replant and install when needed.
- Provide written and verbal information on daily maintenance needs to Grooming and Snowmaking departments every afternoon
- Assist with operational duties associated with special events and communicate with Director of Marketing regarding any upcoming events

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- Actively participate in the safety education process of all of our guests using the Terrain Parks
- Always project a positive and enthusiastic image of snowboarding and skiing to all of our guests
- Monitor and ensure park participants are adhering to resort standards, requirements, policies, as directed on posted signs and complete periodic visual checks for valid lift passes, season passes, wearing helmets, school groups have proper stickers, rude behaviour, etc.
- Monitor and ensure park only approved/appropriate participant is using park and users have a valid lift pass
- Must communicate proper information to support departments about needs for upkeep of Terrain Park features
- Frequently check parks and trails as time allows
- Monitor and pick up any litter or garbage laying around park and making sure housekeeping in and around huts is complete and tools are stored neatly.
- Assist and work closely with Ski Patrol in there is an injured guest, following proper protocol and notifying Ski Patrol through the **CODE** system.
- Read, understand and comply with all Resort Policies and Procedures
- Other duties as assigned

### SKILLS & EDUCATIONAL REQUIREMENTS

- Minimum two years' experience working in Supervisor position
- Expert Skier/Snowboarder
- Self-motivated individual
- Strong communication and problem solving skills
- Understanding of maintenance of daily labour costs, through proper scheduling
- Experience working with snowmobile and heavy equipment (groomer)
- Able to work cooperatively with a number of departments
- Must be an advance to expert snowboarder capable of handling all types of terrain
- Must be capable of making rational decisions in regards to the design and maintenance of terrain features
- Snowboardrelated industry experience is a benefit
- General knowledge of resort type environment and customer expectations
- Required to use small hand tools such as shovels, augers, ice picks, etc.
- Must be capable of working on and riding on terrain that is not suitable for the skiing public
- Must be able to work well with other individuals and departments.
- Use extreme caution when operating snowmobiles
- Public relations and good communication skills
- Read & write English and able to differentiate between colours

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### PHYSICAL & TIME REQUIREMENTS

- Day Shift Hours 0745 - 1700
- Be on call and available, if required, on days off
- Follow lunch, washroom and break procedures as directed
  
- Work outdoors, sometimes in extreme weather conditions for extended periods of time wearing appropriate clothing for increment weather conditions
- Ski or Snowboard on adverse terrain
- Ability to push/pull
- Physically fit to shovel snow
- Capable of moving and lifting objects up to 40 lbs, assisted lifts with anything over 40 lbs
- Ability to remain stationary for long periods of time
- Stability to walk on uneven surfaces and icy conditions
- Comfortable working from heights
- Communicate, converse with and exchange accurate information with customers in a polite and professional manner

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Employee Signature

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Date

**Andre Huter**

Andre Huter, Director of Operations