

Title: General Hand/Roads	ID:
Department: Operations	Location: Various
Division: Seasonal	Reporting to: Operations Leader
	Employment Type: Full Time Seasonal
Created Date: 20200710	Version:

Position Summary

The purpose of this job description is to describe the Key Tasks that are associated with The General Hand position, what you are responsible for and the Key Performance Indicators (KPI's) that will assist in the assessment of your performance. During your employment for the 2023 season you will be assessed on how you perform at a minimum of the following tasks.

Essential Duties and Responsibilities

To provide assistance in all mountain departments as required dependent on customer demand. As part of this role you will act independently and help to oversee day-to-day field operations with particular attention to customer service and their on field experience

To morph between all mountain departments as customer demands shift throughout the day.

Cover lunch breaks.

Administer and comply with the Rainbow Ski Area Safety Management Plan at all times.

Provide the best level of customer service in all areas of field operations.

Advise the Operations Leader, as soon as practical of any significant incident or matter that is out of the ordinary and keep the Mountain Manager regularly informed until such matter or incident is resolved.

The opportunity may be presented to be trained as a junior snowmaker for the right candidate.

Your role will include: a can-do attitude, strong organization and problem-solving skills, you will be adapting to a constantly changing environment, balancing staff and our business needs.

Perform the duties of the Roads Department as needed.

Ensure that operational procedures for the Roads Department are up to date and adhered to. Management of the Road resources to provide the best utilisation of these resources and meet the requirements of the work to be undertaken by the Operations (Maintenance) Department

Assist with other Operations duties as assigned.

Manage the physical resources of the Roads Department to ensure that all equipment is kept in good working condition. Day to day repairs are to be carried out immediately or escalated to the Operations (Maintenance) Department if they cannot be completed in a timely manner.

Ensure that an appropriate supply of spare equipment is on hand (supplies for repairs and maintenance consumables).

Ensure that preventative maintenance is undertaken in accordance with the Roads Maintenance schedules and in a timely manner.

Ensure that all Road maintenance logs and records are kept up to date.

Essential Duties and Responsibilities – Additional Information

Health & Safety

Ensure you and our members/guests are safe,
Identification and reporting of hazards,
Proactive in enforcing health and safety standards,
Responding to weather / snow conditions,
Manage process and paperwork for your staff and guest i.e. HR, injuries, etc.

Achieving Excellence in all aspects of the business

Provide the best level of customer service in all areas of field operations
Sets innovative goals and follows through,
Willingness to lend a hand wherever you can,
Communicates effectively within and across teams,
Flexibility & Adaptability for positive outcomes,
Problem solve any issues,
Support the delivery of safe operations,
Effective communication via 2-way radio,
Respect the equipment and resources (radios, computer, printers ...),

An understanding that employment is subject to the vagaries of the weather and the hours of work cannot be guaranteed

Experience Requirements

Years of Experience	Type of Experience
Qualifications	
Current Certification	
Completion of Induction booklet and all H&S elements that are pertaining to Operations	

Core Competencies

Technical Skills
Attendance and Punctuality
Quality of Work
Interpersonal & Skills

Communication Skills

Approach to Work

Safety

Financial Responsibility

Previous cash handling skills a bonus

Previous experience of using Point of Sale (POS) systems a bonus

Print your Name

Sign your Name

Date