



Marquette Mountain Job Description

General Manager

Department: Administration

Reports To: President / CEO

Supervises: All Management Staff

FLSA Classifications: Exempt

Approved By: President / CEO

Job Purpose

The General Manager will report to the President/CEO and work to develop and execute company wide initiatives. The General Manager provides leadership, management, and direction for all winter, spring, summer and fall operations at Marquette Mountain. The General Manager plans and directs the ongoing services, operations, construction, and maintenance of the mountain operations departments, including Ski Patrol/Snow Safety, Ski School, Grooming, Snowmaking, Lifts, Terrain Park, Food Services, Ticket Sales, Mountain Rental Gear, and on-mountain events. This role is directly responsible to ensure the overall success of the business associated with the following areas; accountability for executing daily mountain operations, future and strategic planning, reporting of operations, employee hiring and performance, staff development, financial results which include expense and labor management in accordance with budget requirements, and compliance with all governmental regulations ensuring that safety is paramount across our year-round operations for both staff and guests.

Essential Duties and Responsibilities:

- Manages and oversees all activities, operations, and services of the Mountain Operations Departments.
- Directs mountain department heads to ensure goals are being met.
- Directly supervises department heads for Ski Patrol/Snow Safety, Ski School, Grooming, Snowmaking, Lifts, Terrain Park, Food Services, Ticket Sales, Mountain Rental Gear, and office staff.
- Coordinates efforts related to Volunteer Youth Group Activities.
- Develop and maintain professional relationships and represent the organization to outside vendors, contractors, business and community groups, as well as local, state, and federal government agencies.
- Responsible for the operational decisions regarding opening/closing lifts, terrain, and trails in conjunction with Ski Patrol/Snow Safety Personnel/Medical Staff.
- Directs and oversees mountain area planning, and prioritizes on-mountain construction and maintenance projects.
- Prepares and maintains any necessary permits.
- Directs and oversees overall planning and operations, both short-term and long-term.
- Selects, develops, and leads the department heads of the Mountain Operations Departments.
- Works with department heads to develop and implement revenue, safety, operational, and guest service programs.
- Works with department heads to recruit, hire, and inspire a safety-focused staff with excellent guest services, and efficient maintenance.
- Exercises judgment in accordance with Marquette Mountain policies and procedures.
- Collaborates with other departments within the organization to execute operational, marketing, and financial plans.
- Prepares and manages an Operational Budget, making the most efficient use of our financial resources.
- Handles daily receipts and bank deposits



- Acts as the Face and Voice of Marquette Mountain in the community.
- 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 department heads and employees.
- Maintains a positive, productive, and solution-oriented relationship with department heads and President/CEO.
- All other job duties as assigned.

The above list reflects the general details necessary to describe the principle and essential functions of the position and shall not be construed as the only duties that may be assigned for the position.

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Qualifications:

- Bachelor's degree in business or a related field.
- Requires ten or more years of combined experience in ski area management, mechanical operations, personnel management, or equivalent combination of education/experience.
- Requires the ability to communicate clearly and precisely in a variety of significant situations (such as training, explaining, giving directions, etc.).
- Requires the ability to communicate in writing on complex or ambiguous subjects.
- Requires proficient conceptual and/or creative skills.
- May require the ability to apply advanced negotiation skills in working with others in situations that have little routine or structure.
- Requires the ability to interact with guests and customers of the mountain in a friendly and accommodating manner.
- Requires input in major decision-making which may affect policies or procedures at Marquette Mountain.
- May involve group negotiations that affect profitability of services rendered.
- Determines effectiveness of present on-mountain procedures and programs and makes suggestions for program changes.
- Requires the ability to maintain good records related to operations, maintenance, and human resources.
- Should be proficient in Google applications (Sheets, Docs, etc).
- Requires operation of basic office equipment (computer, telephone, FAX, copier, etc.).
- Requires formulating/implementing, reviewing, and maintaining work and workplace safety rules, standards, and procedures within established guidelines and expectations.
- May involve scheduling, coordinating, solving personnel issues (recruiting, employment, retention, discipline, promotion, etc.).

Education: Bachelor's Degree.

Experience and/or Training: 10 years experience.

Licenses/Certificates: Valid driver's license required

Technology/Equipment: Intermediate computer skills preferred.

Physical and mental demands:



The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- Often required to use the computer. Specific vision abilities required by this job include close vision, distant vision, color and peripheral vision, depth perception, and ability to adjust focus.
- Ability to lift/move 50 lbs. or more and occasionally lift and/or move up to 100 lbs

Equipment Used:

- Telephones, PC, database, office supplies, and filing cabinets
- Handheld radio
- Snow removal equipment
- Mountain Bike
- Snowmobile

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Normal office conditions.
- The noise level in the work environment is moderate.
- Harsh outside weather conditions.
- Occasionally exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; and vibration.
- Noise level in the work environment is usually loud.
- Frequently exposed to moving mechanical parts.
- Small and large working area environment.

I have read the and understand the duties, responsibilities and requirements for this position.*

Employee Acknowledgment

Date

*This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship. Marquette Mountain retains the discretion to add duties or change the duties of this position at any time.

Marquette Mountain is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.