



**Job Title:** LIFT OPERATIONS MANAGER

**Location:** Cypress Mountain Resort  
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9  
604-926-5612 [www.cypressmountain.com](http://www.cypressmountain.com)

**Reports To:** Mountain Operations Manager & Director of Operations

**Department:** Lift Operations

**Status:** Full Time/ Year Round

**Start Date:** As soon as possible

Work Where You Love to Play! Join the dynamic team at Cypress Mountain, work in a world-class facility and enjoy the awesome terrain, all just 25mins from downtown Vancouver.

The Lift Operations Manager is responsible for the oversight and day-to-day operations of the 6 Downhill Area chairlifts during both winter and summer operations. They provide exceptional customer service and are a team player who leads by example in the performance of all duties. They will ensure peak operational performance of all lift attendants in their daily duties and audit all locations to ensure we are providing the highest level of service to our guests.

The Lift Operations Manager will be responsible for the hiring, training, certification and scheduling of all Lift attendants in conjunction with the Lift Operations Team Coordinator.

The Lift operations Manager also works very closely with the Lift Maintenance Team in the startup and operation of the lifts as well as supporting maintenance activities in conjunction with Lift Maintenance Team.

**ESSENTIAL DUTIES & RESPONSIBILITIES** (including but not limited to the following):

- Coordinates hiring and training of the Lift Operations Team, and ensures all meet or exceed the highest level of guest service in the performance of their duties
- Coordinates safe and efficient operations of all lifts
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the Cypress Mountain Occupations Health and Safety Program
- Conduct and document regular safety and Team meetings with Lift Attendants on a daily basis
- Manage employee performance in the Lift Operations Department, including but not limited to rewards and recognition, performance evaluations and coaching actions
- Prepare and execute Lift Operations budget with the assistance of the Director of Operations
- Implement and track effective training system for all Team members
- Train all Lift Attendants and Supervisors in the their required duties
- Ensure safety of guests and Team through proper training and adherence to company policies and procedures

- Ensure compliance with local and national standards and legislation including the z-98 code and manufacturer's specifications
- Work closely with the Lift Maintenance Team to ensure issues are resolved when they arise and assist with preventative/corrective maintenance tasks as required by Lift Maintenance
- Assist the Lift Maintenance Team with opening and closing procedures
- Adhere to all environmental policies and programs as required
- Other duties as assigned

**QUALIFICATIONS/COMPETENCIES:**

- Excellent time management and organizational skills
- Ability to multi-task in a fast-paced environment
- Excellent interpersonal, teambuilding and leadership skills
- Strong oral and written communication skills
- Proficient with MS Office and other basic computer systems and applications
- Competent with CSA Z98 and all aspects as it deals with the operations of surface, aerial - fixed grip and detachable lifts including conveyors
- Actively engages in meetings and providing updates
- The ability to work outside in all weather conditions
- Ability to work independently and as part of a team
- Strong analytical and computer skills
- Ability to lift up to 50lbs
- Ability to ski or snowboard as asset

**EDUCATION and EXPERIENCE:**

- High School or equivalent
- Previous Lift Supervisor or Manager experience essential
- Experience as Lift Mechanic or similar beneficial

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Must be able to legally work in Canada
- Valid driver's license as well as a reliable, insured vehicle to get to/from the mountain (shift start/end times are outside shuttle bus operations)
- Selkirk College – Lift 150 – Train the Trainer an asset
- Any applicable safety training is an asset (i.e. WHMIS, Fall protection)

**WAGE/BENEFITS:**

- Wage: competitive compensation package including benefits
- Annual bonus program
- Free family season passes

**WHY CHOOSE CYPRESS?**

- FREE skiing, riding, cross country skiing, snowshoeing and snowtubing!
- FREE Lessons
- DISCOUNTS in F&B and Retail
- BIGGEST local mountain
- BEST snow and terrain
- FUN & social work atmosphere in unique winter environment!

**TO APPLY:**

Qualified candidates, please apply online at [www.cypressmountain.com/employment](http://www.cypressmountain.com/employment)

We thank all applicants but only those selected for an interview will be contacted.