



**Job Title:** Snowplay Supervisor  
**Job Code:** 671  
**Department:** Snowplay  
**Reports To:** Trout Creek Recreation Center Manager and Asst Manager  
**Class Code:** 9184  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 9  
**Pay Range:** \$16.35 - \$18.19 per hour  
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#### **SUMMARY**

Under the direction of the Trout Creek Recreation Center (TCRC) management, the Snowplay Supervisor is responsible for leading and supervising the safe operation of the tubing and sledding area as well as the supervision of Snowplay attendant employees, and any related operation.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Open and close the facilities, greet and print ticket passes for members, guests, and public.
- Perform opening and closing procedures which include but are not limited to: shoveling snow, raking snow, posting/removing signs, emptying trash cans, maintaining clean port-a-potties, and placing/taking down netting.
- Ensure that the Snowplay operation is running efficiently and safely for all employees and participants.
- Hire, orient, train, direct, motivate, evaluate, and discipline all assigned staff and oversee work schedules in accordance with Association policies.
- Recruit, motivate, and oversee staff for Snowplay with regard to planning, set up, execution and tear down.
- Inform Snowplay participants about Tahoe Donner, events and special programs available in the area.
- Operate the computerized point of sale system and credit card machine.
- Responsible for cleaning the facility and overseeing staff rotations.
- Provide excellent customer service to customers, employees, and business partners.
- Maintain current knowledge, implement and enforce Association policies, procedures, rules and regulations.
- Monitor Snowplay area, mark hazards, repair Snowplay fence, and pick up trash as needed.
- Take charge of Snowplay attendants to ensure they are doing their duties while maintaining a positive work environment.
- Independently organize, coordinate and lead other Snowplay staff in the execution of Snowplay duties.
- Arrive prior to Snowplay Attendant Staff to ensure staff arrive on-time and are equipped to perform their duties and address other issues that may impede Snowplay operations.
- Help resolve conflicts internally or electronically with customers, guests, or employees.
- Responsible for inventory control including purchasing and maintaining retail, equipment and uniforms.
- Work with TCRC to plan and implement winter activities and programs.
- Check tickets of customers to ensure fees were paid to use the area.
- Host and execute Snowplay events in an outgoing and enthusiastic manner. Sell tickets and enforce access policies.
- Promote a fun and welcoming atmosphere while maintaining safe sledding and Snowplay practices among customers.
- Maintain statistics of recreation attendance and activities including revenue, payroll, and expenditures. Assists Trout Creek Manager and Assistant Manager to compile hours worked and commissions earned for assigned staff to be submitted to accounting in a timely manner.
- Develop and implement appropriate incident reporting techniques including emergency action plan with security and risk management.
- Update daily, weekly, and monthly recreation program calendars for members and Association staff.

#### **QUALIFICATIONS**

To perform this job satisfactorily, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

College Degree; preferred 1 season of Snowplay experience and training in customer related business. Versed in RTP or similar customer management software experience desirable.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current CPR/AED and First Aid certifications are desirable.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL 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.

While performing the duties of this job, the employee is regularly required to remain stationary; move; use hands to finger, handle, or feel; reach with hands and arms; ascend or descend; position oneself close to the ground; and communicate. The employee is occasionally required to sit and/or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK 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.

Water and shelter are provided and used in 30-minute rotations while in operation. Outerwear will be provided. Snowplay continues operation during wintery and snowy conditions. While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to cold, wet, and/or humid conditions and moving mechanical parts. The employee is occasionally exposed to high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and vibration. The noise level in the work environment is usually moderate.

**SUPERVISORY RESPONSIBILITIES**

Assist in coordination of recreation operations. Manage 5-10 employees. Assist in the overall direction, coordination, and evaluation of this unit. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**WORK SCHEDULE**

The Snowplay Supervisor work schedule is dependent on program demands and Association needs. This position will require both day and evening hours, weekends, and holidays.