

Job Description

General Manager, Mount Southington Ski Area

Mount Southington Ski Area in central Connecticut is seeking a General Manager to lead all aspects of its vibrant snow sports operation and to create and grow complementary revenue generating opportunities. Mount Southington is a successful business with high customer satisfaction and a strong brand. The ski area has state-of-the-art snowmaking and grooming, seven lifts (four chairs), and trails of all levels, including a full featured terrain park and half-pipe. Mount Southington has a robust school group schedule, active racing teams and programs, daily and multi-week classes for young children, a rental department, and two restaurants. Recent investments in the physical plant and dining facilities support current and new business in weddings, fundraisers, and corporate events.

The General Manager (GM) has overall responsibility for the financial success, safe operations, risk management, and customer satisfaction of Mount Southington Ski Area and its restaurant operations. Toward this end, the GM supervises all senior personnel and departments (Ski School, Racing, Ski Patrol, Rentals, Lifts, Maintenance/Snowmaking, Terrain Park, Rangers, Marketing, Bookkeeping, Food Service, and Group Sales) and is the primary liaison with the Shareholders' Board of Directors. The GM oversees day-to-day operations during the open snow sports season, providing "hands on" support as needed, and is responsible for planning, budgeting, capital improvements, and other projects, usually in the spring, summer, and fall months. In recent years, Mount Southington typically has eight year round employees and 350 staff during the open snow sports season.

The GM provides vision and leadership to continually improve, and to ensure that the core values of Mount Southington shareholders, listed below, are practiced.

- To create a safe environment for our guests and employees, by paying attention to all details throughout the area
- To grow profit through smart and innovative business practices
- To uphold the highest standards of work ethics by conducting our business honestly and fairly
- To be an admired presence in our community
- To have fun while working so as to pass the contagious spirit on to other employees and to our guests

The responsibilities of the GM are detailed below but not limited to:

Snow Sports Operations

- Oversee the operation of Mount Southington Ski Area and food services. During the open snow sports season the GM is expected be on site six days a week and available, if needed, seven day a week, from opening hours until relieved by night manager.

- Determine open/close status and hours of operation based on weather and other factors.
- Acknowledge and respond to customer concerns in a professional and positive manner.
- Oversee maintenance/lift operations and snow making strategy to ensure a safe and enjoyable customer experience while managing costs
- Manage Utilities and Insurance contracts, claims
- Provide primary liaison with government agencies regarding current and proposed legislation, permitting, etc.
- Establish spring/summer/fall project plans, and oversee implementation

Financial Management and Banking

- Prepare financial documents, including financial projections, weekly financial updates for Board of Directors, Mid-year Summary Report to Shareholders, and Annual Report to Shareholders
- Primary liaison with external Accountant
- Responsible for all banking activities, including deposits during open season, loans, and other transactions
- Oversee operation of QuickBooks, Restaurant Point of Sale, and Payroll systems
- Supervise Bookkeeper to approve invoices for payment and sign checks

Safety and Security

- Maintain knowledge of Ansi B-77 and Connecticut State Statutes
- Monitor all safety related situations on the mountain (signage, padding, fencing, etc.) and ensure walkways and parking lots are safe
- Supervise Maintenance/Lift managers to ensure all lifts are functioning correctly and lift evacuation procedures are in place
- Maintain a surveillance system that covers key interior areas and frequently traveled public areas
- Responsible for maintaining a Safety Committee and related documentation

Human Resources

- Responsible for hiring and supervising of all Department Managers
- Maintain and update the Employee Handbook and oversee compliance
- Set employee salaries and determine bonuses (some to be Board approved)
- Design and implement employee benefits such as Wellness, IRA, food and ski discounts, etc. (some to be Board approved)

Shareholder Liaison

- Prepare materials for and lead Annual Shareholders Meeting including a business report, financial review by Accountant and election of Directors.
- Lead regular/weekly meetings with Board of Directors to discuss operational issues and investments
- Communicate with all Shareholders regarding distributions and other business affairs as needed

Marketing

- Evaluate and improve snow sports offerings to increase revenue
- Establish tickets and programs pricing
- Act as primary spokesperson for Mount Southington in PR opportunities
- Develop and implement marketing strategy, including advertising, website, e-newsletters, social media, special events
- Monitor competition and share information with Department Heads and Shareholders
- Oversee marketing to school groups and other groups

Complementary Revenue Streams

- Develop ways to expand revenue and build the Mount Southington brand for activities in the spring, summer, and fall months
- Manage implementation and operation of new ventures, as appropriate

Hours Required for this Position

- During the open snow sports season the GM shall be on site six days a week and available if needed seven day a week, from opening until relieved by night manager
- Summer Hours: From Memorial Day to Labor Day the GM works a 36-hour week with a half day off typically on Friday

Experience and Skills Required for this Position

- A minimum of five years of responsible experience in ski area operations or related industry
- A minimum of three years of responsible leadership experience in ski area management or related management
- Bachelor's degree or equivalent
- Budgeting and accounting skills, familiarity with QuickBooks a plus
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Excellent organizational management skills
- Outstanding interpersonal relationship building and employee coaching skills
- Strong communications skills
- Demonstrated work standards of high quality, including taking initiative and following processes to achieve positive results

We are looking to fill the position immediately.

Please send resume and introductory letter to: jay@mountsouthington.com