



Seven Oaks Recreation Job Description

Job Title: Area Manager

Department: Administration

Supervisor: President/CEO

Exempt Status: Exempt

Schedule: Year-Round Full-Time

Base Salary Range: \$65,000-\$72,000

(The salary range listed represents the anticipated compensation for this position. Actual starting salary may fall above or below the stated range based on a variety of factors, including but not limited to relevant experience, education, training, demonstrated skills, job-related qualifications, performance, scope of responsibilities, and overall fit for the role.)

Job Overview:

This position is a full-time, year-round, hands-on manager who provides leadership, oversight, and strategic direction for the rental department, snow tubing department, instructors & lessons, lift attendant staffing, paintball department, and river department. While each area may have department supervisors or managers responsible for day-to-day operations, the Area Manager is responsible for ensuring consistency, accountability, communication, and operational excellence across all assigned departments. This individual is expected to work alongside staff and department leaders, providing support, guidance, and coverage as needed, including stepping into operational roles during peak periods, special events, or staffing shortages.

The Area Manager will work closely with the President/CEO, Vice-President, and Operations Manager to develop and execute company initiatives. The successful candidate must possess the technical knowledge and operational expertise necessary to effectively lead teams, provide direction, and actively support department operations.

This position requires a strong commitment to the seasonal nature of the recreation industry, including a willingness to work extended hours, evenings, weekends, and holidays during peak operating seasons. The Area Manager must be highly adaptable and prepared to respond to changing operational demands while maintaining a positive attitude and leading by example.

This role focuses on employee management, safety and regulatory compliance, staff performance, and guest satisfaction while fostering a unified, one-resort culture of excellence. The Area Manager must excel at coaching, motivating, mentoring, and retaining both seasonal and full-time employees, inspiring staff in all aspects of daily operations and ensuring exceptional guest experiences across all departments.

Essential Job Functions (Other duties may be assigned):

- Knowledge of the activities and procedures of Seven Oaks Recreation.
- Commitment to providing a safe experience for guests and team members by adhering to all safety policies and procedures.
- Knowledge of and compliance with all departmental policies, service procedures, and standards.



- Provide leadership, oversight, and support for the lift attendants, instructors, rental department, snow tubing, paintball, and river departments. Work closely with department managers and supervisors, where applicable, to ensure consistent operations, staffing, communication, training, and guest service standards.
- Responsible for hiring, developing, training, scheduling, communicating information, and reviewing and approving time and attendance records for assigned departments. Directly manage departments without a designated department manager and provide leadership and accountability for departments with established managers or supervisors.
- Conduct regular performance evaluations of department managers, supervisors, and staff, including coaching, mentoring, and disciplinary action as needed. Complete all required documentation and reporting in a timely and accurate manner in accordance with operational, human resources, and legal requirements.
- Analyze systems and operational procedures to improve efficiency, productivity, and guest satisfaction, and implement new systems when appropriate.
- Responsible for rental equipment inventory management, equipment quality standards, warranty administration, and repair programs.
- Ensure records are maintained in compliance with company policies and record retention guidelines.
- Oversee snow removal and other snow-related work around lifts, walkways, and guest areas as needed.
- Responsible for Winter Season Preparations, including but not limited to:
 - o Rental equipment tuning and repairs
 - o Fencing and ropes
 - o Signage
 - o Padding
- Work with the Operations Manager on the Gladiator Assault Challenge mud run course and event layout, including:
 - o Obstacles
 - o Course marking and flagging
 - o Fencing
 - o Staffing for parking and course operations
- Coordinate with the Office Manager regarding group reservations
- Provide operational support and leadership to other departments as needed.
- Serve as a hands-on leader by assisting department managers, supervisors, and frontline staff during peak periods, special events, and staffing shortages to ensure safe and efficient operations.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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:

- Minimum of five years of progressive management and leadership experience overseeing multiple departments and leading large teams.



- General knowledge of the ski and recreation industry, including snowmaking, grooming, lift operations, rentals, retail, and food and beverage operations preferred; willingness to learn required.
- Demonstrated experience with budgeting, strategic planning, and helping to manage capital improvement projects.
- Proven ability to communicate effectively, lead diverse teams, make sound decisions, and drive operational excellence.

Language Skill:

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 clients or employees of an organization.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office including Outlook, Word, Excel, and PowerPoint.

Other Qualifications:

- Must possess a valid driver's license and a CDL with passenger endorsement or be willing to obtain.
- Willingness and availability to work weekends, evenings, and holidays during peak season.
- Ability and willingness to work outdoors in all conditions, including day, night, and extreme weather.
- Must enjoy working with people and contributing to a fun, guest-focused environment.
- Demonstrates understanding of the industry and the internal and external factors impacting operations, with the ability to clearly communicate company and industry issues.
- Ability to take initiative and work independently with minimal supervision.
- Flexibility and adaptability to adjust to the evolving needs and changes within the business.

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. While performing the duties of this Job, the employee is regularly required to stand for long periods of time; walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee is regularly required to lift and/or move up to fifty (50) 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. The noise level in the work environment varies based on daily events but is usually moderate.

Seven Oaks Recreation is an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, pregnancy status, sex, age, marital status, medical conditions, sexual orientation, gender identity or expression, veteran, and/or disability status.
