



Sandia Peak Aerial Tramway, based in Albuquerque New Mexico, is looking for an Operations Manager. We need an experienced leader to manage the Operations team, oversee Guest Services, HR/Administration and Payroll. This is a full-time, year-round dynamic position with benefits, 401-K and growth potential. For more information or to apply online please visit: <https://sandiapeak.com/employment/>

Essential Duties and Responsibilities:

- Oversee Shift Supervisors, Cabin Operators, Upper Terminal Attendants, Console Pilots and Guest Services team.
- Work closely with the General Manager and the Director of Maintenance to oversee operational policies, procedures and job specifications.
- Manage operational projects with budget responsibilities.
- Develop and maintain a bi-weekly operations schedule, oversee administration and payroll functions.
- Oversee Guest Services personnel while monitoring the accounting, online ticketing, cash handling/security policies and procedures.
- Manage onsite HR/administration functions (job posting, hiring, on-boarding and employee file management).

Job Qualifications:

- Must have 5+ years management experience, preferable in a leadership capacity in resort operations.
- Undergraduate and graduate degrees preferred, but not mandatory with experience.
- Skilled in using a computer and Microsoft Outlook, Word, Excel, Power Point etc.
- Able to work with others as a manager/mentor, with a collective approach to management. Able to lead by example and communicate goals and objectives regularly.
- Take initiative and be creative when problems come up or when opportunities for improvement are identified.
- Must be flexible and adapt to the fast-paced, dynamic nature of the recreation business.
- Must have good written and verbal communication skills.

Other Requirements:

- Must pass a pre-employment background check.
- Have a valid Driver's License.
- Be able to work flexible hours, days/evenings, weekdays/weekends and holidays during peak business periods or as needed.
- Must be able to work outdoors in challenging weather conditions.
- Work may include prolonged sitting or standing, lifting or moving objects up to 50 pounds.

Sandia Peak Ski and Tram is an EEOC Employer.