

Wallowa Lake Tramway, Inc.

Job Descriptions

General and Specific Duties for WLT Staff

May 2014

Area Maintenance

Area Maintenance works under the supervision of the Area Manager- Operations And Maintenance Manager (Area Manager) of Wallowa Lake Tramway Inc and will be responsible for assisting the Area Manager and overseeing as directed by the Area Manager the operational functions of the Lift, including the supervision of all lift operations in the lower and upper terminal and all maintenance activities for the entire facility. He/she will perform maintenance as directed by the Area Manager delegate and facilitate the functions at the Lift and Maintenance to maximize efficiency and productivity of operations. This working position and will often result in acting as a scheduled Lower lift operator. When there is no scheduled maintenance

Specific Duties:

- Title will ensure:
 - That all lift operations and maintenance are performed as directed and up to the standards of Area Manager
 - Responsible for the supervision of all employees in their operations and maintenance activities performed as directed and up to the standards of Area Manager
 - Supervising all lift operators and maintenance personal and appearance while on duty at their lift station in the absence of the Area Manager.
 - Assist other department heads
 - Organize projects and monitor employees for maximum productivity
 - Responsible for all daily, weekly, and monthly procedural checks for the lift Terminals In the absence of the Area Manager.
 - Organize and delegate employees in order to maintain a high level of service and to attain the highest lift capacity possible during operating hours

- Act as relief person to staff and to utilize employees during the slower times to accomplish the maximum amount of efficiency in completing projects and tasks that the Directors have outlined
- Direct the daily activities of the Lift and Maintenance Staff in the absence of the Area Manager.
- Act as Lift Line Organizer and lift attendant when necessary
- Will be responsible for Lift Evacuation of the entire area and as Evacuation Commander in the absence of the Area Manager.
- Responsible for the grounds keeping, cleanliness and general appearance and aesthetics of the lower and upper terminal areas and gondola cabins in the absence of the Area Manager. Will insure that all company policies are followed

Lift Attendant

General Description:

Attendant will be responsible for the loading and unloading of guests in and out of the gondola cabins. They are responsible for the smooth operation and expediency of the lift.

Specific Duties:

- Safely load and unload guests into cabins
- Collect guest tickets and hold them for count at the end of each day
- Responsible for the smooth operation and efficiency of the lift
- Should be knowledgeable of the basics of all the mechanical systems of the lift
- Responsible for own appearance, cleanliness of cabins and Lower Terminal area
- Will insure that all company policies that are outlined in the employee handbook are followed Assist maintenance staff as needed

TICKET SALES

General Description:

The Ticket Sales Staff will be dealing directly with the public; therefore, customer service will be the primary duty of all Ticket Sales Staff. Ticket Sellers will work directly under the Office Supervisor and will be responsible for selling tickets at the ticket booth(s) and handling any operational procedures that accompanies this duty.

Specific Duties:

- Responsible for Customer Service and ticket sales at the ticket booth(s)
- Responsible for running the computerized Ticket Sales System, Credit Card Machine, and making appropriate change to customers
- Assist Office Supervisor in the preparation of the Daily Ticket Sales Reports and Deposits
- Act as assistant to Office Supervisor with any clerical duties when needed and, if necessary and under the direction of the Owner, perform Office Supervisor's duties in their absence
- Assist in keeping the office area clean and organized
- Be conscious as to how you present yourself as you will be in direct contact with our customers
- Will insure that all company policies, which are outlined in the employee handbook, are followed.

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(see Operation manual for complete job description and duties)

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Cooks / Food Preparers

Prepare and cook food. Duties of the cooks are preparation of a few basic items that normally involve operating large-volume single-purpose cooking equipment. Perform a variety of food preparation duties other than cooking, such as preparing cold foods and prep all food items and slicing meat (see food service manual for complete job description and duties)

Food Servers

Take orders and serve food and beverages to patrons at tables. Prepare food service area for guest (see food service manual for complete job description and duties)