



## **Seasonal Snow Site Lead**

**Job Description**

**Updated 2025**

**FLSA Classification: Non-Exempt (Part-Time, Seasonal, Hours will vary)**

### **Summary of Position**

Manage seasonal snow operations for the snow season for a specific site or set of sites. Assist in planning, equipment preparation, snow operations, collaboration with leadership team to get ready for the season and maintain sufficient staffing and supplies throughout the season. As a working Supervisor, manage snow operations and lead the snow operations during snow events, to ensure services are performed according to the contract, scope of work, and instructions from the Senior Account Manager and Sub Account Manager. Be actively involved in managing crews before/during/after a storm. Perform site inspections and act as a backup for salting and plowing on sites needing additional service. This is a part-time, temporary, seasonal position that provides an emergency response service for our clients.

### **Responsibilities**

- Manage one or several customer snow sites during the season, ensuring outstanding customer service is delivered.
  - Assists leadership in preparing equipment and supplies for snow operations.
  - Educate operators/crew members on proper techniques and policies throughout the season.
  - Perform site training walkthroughs with crews as needed.
  - Before a snow event, consistently communicate with the snow leadership team and snow crew members. Confirm that crew members are aware of the storm game plan and they have scheduled time to rest before the storm to be ready to go.
  - Perform pre-storm inspections on all equipment and supplies to ensure everything is working and there is ample stock of needed supplies for the upcoming event.
  - Be actively involved during all snow events; this could be 24/7 across multiple days, including weekends/holidays, and never a set day or time.
  - Check on property sites during snow events in assigned territory. Perform onsite pre-storm and post-storm inspections for quality assurance.
  - Document and address immediately any damages and incidents occurring during a snow event. Work with leadership to resolve issues to the satisfaction of the customer.
  - Contact all of your assigned employees at the start of the season to review company and site expectations.
  - Fill one of the needed operator positions as well as oversee quality and efficiency of your team during an event.
  - Other duties as assigned.
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**Knowledge and Skills**

- Snow operations experience required, loader and skid steer with pushers/attachments, sidewalk equipment, and other snow operations equipment.
- 3-5 years of snow operations leadership experience with self-performing snow operations strongly preferred.
- A working knowledge of equipment used for snow removal.
- 24x7 availability to be on call during the winter season from October 15<sup>th</sup>-May 1<sup>st</sup>.
- Ability to be proficient at texting, and various software applications on phone.
- Problem solving skills, including quick and solid follow through focused on achieving results.
- Customer-focused; positive demeanor. The ability to develop and maintain effective working relationships with a wide audience (internal and external) while providing thoughtful resolutions to customer issues and communicating these issues with management and others appropriately.
- Strong verbal and written communication skills.
- Excellent time management and organizational skills, ability to multi-task and prioritize work.
- Ability to work independently or in a group setting.
- Flexibility in schedule vital, particularly during peak times.
- Must be readily adaptable to fast-paced, changing/evolving environment.
- Maintain a reliable and dependable attendance record.
- High level of integrity, work ethic, and confidentiality.

**Work Environment/Physical Demands**

- Physical and mental endurance required for 24x7 availability during the winter season, including traveling to sites and being outside in winter weather conditions performing physical tasks.
- Travel, mostly driving a personal vehicle to view and/or walk properties in winter weather conditions during a snow event.
- The ability to sit, stand, bend, reach, push, pull, ascend/descend stairs, and walk for various lengths of time during business hours.
- The ability to lift 50 pounds if needed.