HOSPITALITY & TOURISM

Jobs in Demand
This industry includes a wide range of businesses such as hotels, ski resorts, restaurants, and arts, entertainment, and cultural facilities. About 15% of total jobs in the Lakes Region are in hospitality and tourism.

Entry Level Jobs
Social Media Coordinator ($11.41-$13.95/hour)
  Intermediate to advanced knowledge of Microsoft Office, content management systems (CMS), graphic design and illustration, and social media communications

Vehicle Mechanic ($13.35-$15.00/hour)
  2 years of technical training or experience in repair and maintenance of gas, diesel, and electric engines, basic welding and fabricating skills, use of tools

Guest Services Associate ($10-13/hour)
  Excellent customer service skills, computer proficiency, flexible schedule

Lift Mechanic ($14/hour)
  Ability to conduct mechanical, electrical, and hydraulic repairs, experience with high voltage systems, ability to climb

Line Cook ($13/hour)
  1-3 years experience, ability to work in a fast paced environment

Mid-Level Jobs
Mountains Maintenance Manager ($36,000 - $55,000)
  Strong working knowledge of snowmaking operations, grooming and heavy equipment operation, 3-5 years of managerial experience

Day Spa Therapist ($45,000 - $65,000)
  Certified in massage, esthetics, cosmetology, and other spa-related treatments

Freestyle Terrain Supervisor ($453/week - $815/week - seasonal position)
  Strong working knowledge of freestyle terrain park operations, experience in design and build, basic welding

INDUSTRY STATS
Belknap County
Average Earnings
$22,100
Jobs
4,100
Companies
292
Jobs Added from 2003-2013
350 jobs (9.4% growth)

Fastest Growing Occupations
Jobs added from 2003-13
Food Prep & Service
260 jobs
Building & Grounds Maintenance
50 jobs
Office & Administrative Support
22 jobs

Sampling of Local Companies
• Gunstock Mountain Resort
• Mill Falls at the Lake
• The Common Man
• Lake Opechee Inn & Spa
• Bank of NH Pavilion at Meadowbrook

Photo: Mill Falls at the Lake
We asked local hospitality & tourism businesses:

What are the most critical jobs that will be open in the next five years?

- Mountain Operations Director
- IT Manager
- Finance Director
- Housekeeper
- Guest Services Associate
- Line Cook
- Servers (Waiter/Waitress)

Duties Include

Curious about what these in-demand jobs are like? Below is a quick summary of some of the typical duties associated with jobs at hospitality & tourism businesses in the Lakes Region.

**Social Media Coordinator**
Edits and produces new content and refreshes seasonal content on social media sites, website, and blog promoting upcoming events, activities, and promotions.

**Guest Services Associate**
Greets, registers, and assigns rooms to guests, answer questions pertaining to hotel services, guest registration, and travel directions, and makes recommendations for dining, shopping, and entertainment.

**Line Cook**
Prepares meals following recipes, stocks and maintains sufficient level of food products, portions food prior to cooking, handles, stores, and rotates food properly, and maintains a clean and sanitary work environment.

**Lift Mechanics**
Works with ski-lift operators to make sure lifts are running smoothly, regularly examines all parts of lifts for safe operation, performs routine maintenance, repairs, removes, and/or replaces mechanical parts, and implements safety awareness as needed.

**Spa Therapist**
Provides professional spa massage and body treatments by manipulation of muscles and soft tissue of clients to produce relaxation, improved health and other benefits, informs and teaches guests about wellness, handle guests’ questions and concerns, and preforms prep work including cleaning tools and restocking supplies.

**Freestyle Terrain Supervisor**
Leads the terrain park crew in the design, building, and maintenance of takeoffs, landings, and other manmade features of a terrain park, operates grooming equipment, develops and implement park safety program, and hires, fires, trains, and schedules staff working in the park.