



Position: Snow School Director

Reports to: Alpine Services Manager

The Mansfield Ski Club is looking for a passionate and driven individual to join our growing team in the position of Director of Snow School. This position will commence in September of 2017 in preparation for the 2017/2018 season. Top applicants should have a high level of CSIA or CASI certification, an extensive knowledge and experience of Winter Recreational Sports, Private Ski Club Operation and Snow School / Winter Recreation Programming. Strong communication skills coupled with the ability to work and excel in a team environment as well as leadership and administrative skills to coach and manage staff and interact with members and guests is a requirement. We encourage all interested applicants to submit a cover letter and detailed resume to Mansfield Ski Club via email: gord@mansfieldskiclub.com

JOB PURPOSE:

- Develop, Manage and Oversee all day to day functions of the Mansfield Ski Club Snow School
- Provide vision, direction and oversee the development and implementation of a comprehensive, profitable and engaging snow school program
- To effectively run and oversee all Snow School operations and functions in a professional manner creating a fun, engaging and successful environment to learn and work.

DUTIES & RESPONSIBILITIES:

- Maintain and improve standards and services to ensure exceptional member guest experiences
- Develop innovative and engaging Snow School Programs for all membership demographics, set pricing for all program activities
- Work with the Alpine Services Manager to prepare and effectively manage budgets, financial plans and monthly financial reports
- Oversee and manage financial performance of the snow school department including revenue generation, expense management, pay scales and payroll and ensure that performance goals are met and exceeded.
- Prepare schedules while maintaining lowest possible labor costs without jeopardizing customer service
- Work closely and effectively with the Alpine Services Manager, Race Department, Senior Team and other departments
- Set goals to support strategy and establish performance metrics to measure results
- Perform all duties and responsibilities in a timely and efficient manner in accordance with the established policies and procedures
- Establish staffing levels, interview and hire staff
- Establish instructor evaluation and performance metrics
- Conduct routine instruction/ instructor audits and provide written and defined feedback to Instructors
- Deliver a variety of high level teaching and coaching sessions to the instructors
- Personally conduct and/or assist with on hill training sessions
- Develop, maintain and ensure the smooth operation of all snow school activities and programs

- Develop and implement snow school policy and operating procedures
- Work closely with Human Resources on any staffing requirements
- Work to attract highly skilled and capable instructors and staff to join the Mansfield team
- Encourage high employee morale and loyalty
- Deal with staff concerns promptly and effectively
- Be highly organized
- Improve, maintain, and adhere to all operational, safety and risk management procedures ensuring safe and efficient operation of Snow Sports Program.
- Assist with guest complaints, general incidents, accidents and trouble shooting.
- Resolve member/ guest problems in an efficient, courteous and consistent manner in relation to operational procedure and company policy
- Other duties as required

HEALTH & SAFETY:

- Create and operate in a safe work environment every day
- Work closely with other departments and staff
- Conduct daily work and safety reviews
- Follow all club policies and manage the snow school department in accordance with the Health and Safety Policy Manual and all government policy and regulations.
- Stay abreast of all Health & Safety issues pertaining to Snow Sports Department
- Implement industry best practices

GENERAL SCOPE AND ACCOUNTABILITIES:

- Approach every day with energy, enthusiasm and an optimistic attitude.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with the established policies and procedures of the company
- Always treat the members, guests and all resort employees with respect, courtesy, efficiency, and friendliness
- Work closely with Alpine Services Manager, GM and Senior Management Team
- Always conduct yourself in a professional manner
- Work with all staff to achieve our goals through mutual support, personal and team accountability and a strong commitment to collaboration.
- Value the needs, ideas and individuality of others. Treat members, guests, stakeholders, and staff with fairness and dignity.
- Provide your staff and colleagues with the resources, tools and support they need, encouraging them to anticipate and exceed our guest expectations.
- Maintain a favorable working relationship with all Club Employees and foster and promote a cooperative and harmonious working climate
- Maintain professional and technical knowledge by attending industry events and seminars, educational workshops, reviewing professional publications, establishing personal networks, and participating in professional associations

Requirement Note:

QUALIFICATIONS & REQUIREMENTS:

- High level of CSIA or CASI certification
- Minimum 5 years management experience
- Be a customer service leader

- Extensive Snow School Industry Experience
- Comprehensive Snow School Programming Experience
- Strong budget, fiscal management, computer and administrative skills
- Excellent communication, organization and leadership skills
- Must be reliable, well mannered, punctual and personable
- Ability to multi-task and cope with pressure
- Good knowledge of snow sports and resort operations