



Job Description

Title

Snow School Supervisor

Reports To

Snow School Manager and Assistant Manager

Position Summary

The **Snow School Supervisor** plays a pivotal leadership role within the Snow School team, combining the duties of Instructor, Trainer, and On-Snow Leader. While still teaching lessons and conducting instructor training, the primary focus is to organize, support, and oversee both students and instructors during on-snow activities. The Supervisor ensures the smooth, professional operation of all Snow School activities and fosters a positive, productive work environment for staff and guests.

Key Responsibilities

- **Organization & Coordination:**
Ensure students and instructors are in the correct locations at the right times to maintain lesson flow and schedule adherence.
- **Operational Oversight:**
Oversee all on-snow Snow School activities, ensuring smooth operations and providing support where needed.
- **Patrol & Instructor Support:**
Actively patrol the teaching areas during lessons to provide support, address challenges, and identify coaching or training opportunities for instructors.

- **Administrative Duties:**
Complete all required paperwork, including training logs, lesson and shift attendance records, and incident reports, in a timely and professional manner.
- **Professional Environment Leadership:**
Promote and maintain a healthy, positive, and professional work culture both on and off snow. Serve as a role model for instructors and staff in behavior, attitude, and guest interactions.
- **Team Development & Guest Experience:**
Work collaboratively with the Snow School team to ensure an exceptional experience for all guests and foster continuous development within the instructor team.
- ****Model and Promote Rabbit Hill's Core Values—Accountability, Innovation, Adaptability, Passion, and Community—through daily actions, leadership, and guest service.**
- **Other Duties as Required**

Requirements

- Full-time availability from November through the end of March.
- Minimum **CSIA/CASI Level 1** certification required: **Level 2 or higher preferred.**
- Previous experience training instructors required; leadership or supervisory experience is a strong asset.
- Strong organizational skills with the ability to coordinate people and resources efficiently.
- Excellent communication and interpersonal skills.
- Ability to thrive in a fast-paced, dynamic environment.
- Availability to work flexible hours, including weekdays, weekends, evenings (as late as 9:00 PM), and holidays.
- Must have own reliable transportation to Rabbit Hill.
- Must supply own equipment suitable for instructing.
- Must be at least 18 years of age.

Working Conditions

- Physically demanding role requiring high energy and stamina.
- Extended periods of standing, riding, walking, and engaging with guests and staff.
- Exposure to adverse and variable winter weather conditions.
- Frequent reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Working in loud, busy environments with high guest volumes.
- High-traffic on-snow areas with the potential for contact with skiers and snowboarders.
- Navigating varied terrain, including icy, snowy, or hard-packed surfaces.