



rabbit hill
snow resort -

Job Description

Title

Assistant Snow School Manager

Reports To

Snow School Manager

Wage

Starting at \$18-\$20hr

Summary

The Assistant Snow School Manager is responsible for supporting the Snow School Manager in maintaining high standards and efficiency within the Snow School. This role includes overseeing instructors, lesson desk staff, and supervisors, as well as performing a variety of administrative duties. The Assistant Snow School Manager will act as the second in command and manage the department in the absence of the Snow School Manager.

Job Duties

- **Administrative Duties:**
 - Scheduling and planning activities.
 - Managing payroll.
 - Handling communication with staff, customers, and other department heads.
 - Assisting in hiring processes and managing staff disciplinary actions.
- **Operational Duties:**
 - Overseeing and implementing instructor training programs.
 - Ensuring the quality and consistency of lessons and activities.

- Supervising daily operations and ensuring smooth workflow.
- Maintaining and promoting safety standards.
- **Staff Management:**
 - Overseeing the performance of instructors, lesson desk staff, and supervisors.
 - Providing support and guidance to staff members.
 - Facilitating ongoing training and development for instructors.
- **Customer Relations:**
 - Addressing customer inquiries and resolving issues.
 - Ensuring a positive and welcoming experience for all Snow School participants.
 - Handling customer feedback and implementing improvements based on feedback.
 - Developing and maintaining strong relationships with customers to foster loyalty.
 - Communicating effectively with customers regarding lesson plans, schedules, and other pertinent information.
 - Coordinating with other departments to enhance the overall customer experience.

Requirements

- **Experience:**
 - Significant experience working in various roles within a Snow School.
 - Proven leadership experience in a similar role is an asset
- **Skills:**
 - Excellent communication and interpersonal skills.
 - Strong organizational and time management skills.
 - Leadership and team management abilities.
 - Ability to work under pressure and multitask.
- **Certifications:**
 - CSIA/CASI Level 2 or higher is an asset.
 - Experience in training instructors is an asset.

Working Conditions

- working outside in below freezing temperatures
- working in an office sitting and standing
- working through the months of October-April
- working between the hours of 8am and 9pm
- working in crowded areas
- working in areas where slipping, falling and collisions with skiers and snowboarders is a risk



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