



rabbit hill
snow resort

Job Description

Title

Snow School Supervisor

Reports To

Snow School Manager

Summary

The main duty of a Snow School Supervisor is to cultivate an exciting, enjoyable, and safe experience for both guests and staff. Supervisors will be responsible for training and mentoring instructors in the Snow School department and setting an example by following all policies and procedures, being approachable, and sharing knowledge with coworkers. Snow School Supervisors will also provide instruction in the sports of either skiing or snowboarding to the public and school-aged children when needed.

Job Duties

- Have excellent knowledge of Snow School Programs and Rabbit Hill Snow Resort departments.
- Excellent knowledge of CSIA/CASI programs, pricing, and schedule of events.
- Maintain excellent communication with the Snow School Director and Snow School Sales Desk Supervisor.
- Organize and assign work to instructors, while monitoring progress to ensure that the work is carried out efficiently and effectively.
- Motivate and encourage instructors by providing feedback to staff in support of continuous improvement.
- Solves problems and provides direction as required, which may involve consultation with co-workers and other departments.

- Maintain a high level of customer service and ensure that Rabbit Hill Ski and Snowboard School is presented in the best possible light.
- Be aware of Rabbit Hill policies and procedures as they impact your department.
- Understand and ensure that snow school policies are communicated to the new hires and signed off on (sessions, meetings)
- Attend early season chair evac training, orientations, safety meetings, or other meetings as required by management.
- Available for early season on-hill training and signing in of new hires.
- Hand out jackets and maintain correct jacket number recording and inventory.
- Attend Apprentice Evaluation and Parent Night.
- Conduct snow school meetings as needed.
- Assist with hill rentals if needed.
- Train and update new hires in filling out class cards, time sheets, and relevant administration forms when required.
- Mentor and train new apprentices (jacket handout, signing in and out tracking sheet, duty of care).
- Deliver quality training sessions that improve the quality of lessons clients receive as well as attending sessions to improve the Supervisor's own instructing and riding skills.
- Work on cross-training to ensure Supervisors can hand out both board and ski lessons.
- Be punctual to snow school lineups and interact with students before lessons.
- Teach lessons when needed.
- Effectively communicate with teachers, parents, and guests.
- Check class cards, tally time sheets, and input them onto the computer.
- File class cards
- Fill in or help out the Snow School Sales Desk as required, including assisting the Snow School Sales Desk Supervisor with scheduling instructors.
- Help in other areas or departments as needed.

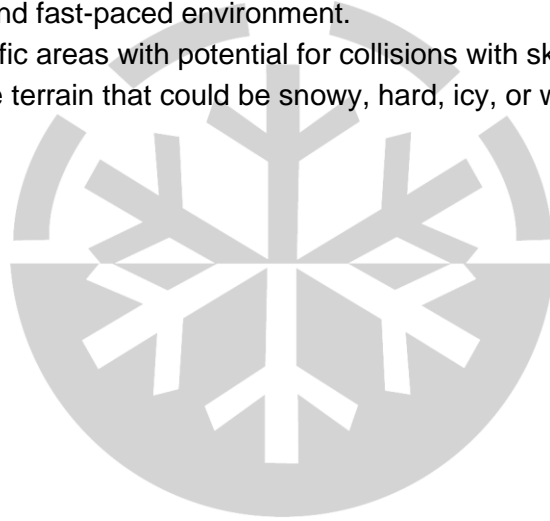
Requirements

- Must be at least 18 years old.
- Must have own equipment.
- Excellent customer service skills.
- Previous supervisory experience is an asset.
- Ability to communicate, both verbally and written.
- Be willing to attend a certification course run by either the CSIA or CASI.
- Be able to attend department meetings at the prescribed time.
- Have a reliable source of transportation.
- Ability to work with children.
- Must have a helmet and black snow pants.
- Be able to work outside in below-freezing temperatures.
- Be able to either ski or snowboard at an intermediate level.

- Be available for work while Rabbit Hill is open for operations (late November to the closing date in March).
- Be able to work between the hours of 8:30 AM and 9:00 PM.
- Must be able to work in a fast-paced, exciting working environment.

Working Conditions

- Physically demanding job.
- Standing, riding, and walking for most of the shift.
- Working in adverse weather conditions for most of the shift.
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Working in a loud and fast-paced environment.
- Working in high-traffic areas with potential for collisions with skiers and snowboarders.
- Working on variable terrain that could be snowy, hard, icy, or wet.



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