



**rabbit hill**  
snow resort

# Job Posting

---

## Title

Snow School Manager (Year-Round Position)

## Reports To

General Manager

## Summary

The Snow School Manager is responsible for leading and managing Rabbit Hill's Snow School operations by providing exceptional guest experiences and ensuring the smooth functioning of all snow-based lessons and programs. The Snow School Manager oversees a team of supervisors, coordinators, instructors, and apprentices. They develop and implement training programs and work closely with other departments to optimize performance and customer satisfaction. This position is to begin July 29, 2024, and the initial hourly wage will be \$24.00 per hour, with the potential for adjustment based on experience. **Please send your resume to [sandie@rabbithill.com](mailto:sandie@rabbithill.com).**

## Job Duties

- Create an environment and culture within the Snow School that follows the values of Rabbit Hill and creates a healthy and positive work environment.
- Develop innovative and creative programs for schools and the public to create a superior guest experience and maintain or increase participant numbers and profit margins.
- Manage a team of instructors and staff, including hiring, training, scheduling, disciplining, and performance evaluations.
- Oversee the Snow School lesson desk and its scheduling of lessons to ensure the most efficient use of Instructors.
- Ensure on and off-snow training sessions are provided for both personal and professional development to supervisors and staff.

- Follow all policies and procedures set out by management, including upholding Rabbit Hills standards of customer service and professionalism at all times.
- Ensure the safety of guests and staff by enforcing all safety protocols and procedures.
- Monitor and maintain equipment and facilities to ensure they are in good working condition.
- Develop and maintain positive and proactive relationships between the Snow School team and staff in other departments.
- Coordinate with other departments, such as Customer Service and Operations, to provide a seamless experience for guests.
- Maintain a professional working relationship with the four certifying bodies (CASI, CSIA, PSIC, CSCF) and ensure courses are scheduled for the certification of instructors.
- Handle guest inquiries, feedback, and complaints in a professional and timely manner.
- Ensure snow school records for employees, training, lessons, etc. are organized and well maintained.
- Monitor and analyze snow school performance metrics, such as lesson attendance and guest satisfaction, and make recommendations for improvement.
- Stay current on industry trends and best practices in snow sports instruction.
- Create and follow the annual budget for the department.
- Assist with special events and promotions related to the snow school.
- In the summer season, assist with all summer programming and assist with summer operations as needed. This includes but is not limited to:
  - Summer outdoor maintenance.
  - Helping in the summer tubing department when necessary.
  - Assisting with summer events.
  - Helping with customers.
- Assist with emergency procedures when required.
- Other duties as required.

## Requirements

- Must be over 18 with a valid driver's license and reliable transportation.
- Must have management experience in overseeing a snow school department or race club program. Will consider those with extensive experience in a key supervisory role in a snow school department or equivalent.
- Minimum Level 2 certification in either CSIA or CASI.
- Must be proficient in Microsoft Office and can learn other programs such as Paradox and ADP.
- Ability to communicate effectively with other members of the management team, employees, apprentice parents, and the public.
- Must have excellent organizational and problem-solving skills.
- Must have fortitude, resilience, and good judgment to handle high-pressure situations.
- Must have a positive and outgoing attitude.
- Experience delivering snow sports lessons to schools an asset.
- First aid, or willing to obtain first aid is an asset.

## Working Conditions

- Physically demanding job.
- Must be able to lift to 30 lbs.
- Standing, riding, and walking for extended periods.
- Working in adverse weather conditions for extended periods.
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting.
- Working in a loud and fast-paced environment.
- Working in high-traffic areas on and around the hill.
- Working on variable terrain that could be snowy, hard, icy, or wet.



rabbit hill  
snow resort