rabbit hill
snow resort

JOB DESCRIPTION

Snow School Supervisor

REPORTS TO	Snow School Manager / Assistant Manger
DEPARTMENT	Snow School
POSITION TYPE	Seasonal, Full-Time
WAGE	$19.50 - $22.50 per hour. Compensation will be determined by qualifications.
SCHEDULE	Full-time, November through the end of March; weekdays, weekends, evenings (as late as 9:00 PM), and holidays

POSITION SUMMARY

The Snow School Supervisor supports and coordinates instructors and guests to deliver great lessons. As the primary on-snow organizer and point of authority for Snow School, the Supervisor also steps in as a trainer or instructor when needed. The ideal candidate is an experienced, organized leader who brings Rabbit Hill's values of Accountability, Innovation, Adaptability, Passion, and Community into their daily leadership.

**This position requires a Vulnerable Sector Check (VSC), obtained by the applicant from their local police service or RCMP detachment, as a condition of employment.*

REQUIREMENTS

- Must be at least 18 years of age.
- Minimum CSIA/CASI Level 1 certification required; Level 2 or higher preferred.
- Previous experience training instructors as well as 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.
- Able to thrive in a fast-paced, dynamic environment.
- Full-time availability from November through the end of March.
- Must supply own equipment suitable for instructing.
- Be reliable and punctual — arriving late or missing a shift without notice puts real strain on your team and other departments who have to cover the gap.
- Reliable personal transportation required. Our location is not served by public transit and taxi service can be unreliable.

JOB DUTIES

- Model and promote Rabbit Hill's core values — Accountability, Innovation, Adaptability, Passion, and Community — through daily actions, leadership, and guest service.
- Ensure students and instructors are in the correct locations at the right times to maintain lesson flow and schedule adherence.
- Oversee all on-snow Snow School activities, ensuring smooth operations and providing support where needed.
- Actively patrol the teaching areas during lessons to provide support, address challenges, and identify coaching or training opportunities for instructors.
- Complete all required documentation, including training logs, lesson and shift attendance records, and incident reports, in a timely and professional manner.
- Promote and maintain a healthy, positive, and professional work culture both on and off snow; serve as a role model for instructors and staff.
- Work collaboratively with the Snow School team to ensure an exceptional guest experience and foster continuous development within the instructor team.
- Report hazards, incidents, or safety concerns to a supervisor or manager promptly.
- Wear the required uniform or Rabbit Hill logoed attire while on shift.

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.