

Job Title: Ski & Ride School Director

Department: Ski & Ride School

Reports To: Area Manager

Employment Type: Winter Seasonal 2025/2026

Schedule: Part-Time (Oct. & Nov.); Full-Time (Dec.–Mid-March), must be available weekends and holidays

Starting Wage: Pay will vary based on various factors including but not limited to experience, education, training, and credentials

The Ski & Ride School Director is responsible for leading and growing the lesson programs at Seven Oaks, with a strong focus on private lessons and developing "learn to ski/ride" offerings for both adults and children. This role works closely with the Area Manager, Office Manager, and other departments to ensure effective scheduling, adequate staffing, and the consistent delivery of high-quality group and private lessons. The Director plays a key role in enhancing guest satisfaction, supporting instructor development, improving operational efficiency, and driving the strategic growth of the ski and ride school.

This position requires someone who is an excellent communicator, both verbally and in writing, and who is comfortable working independently and as part of a team. The Director must be willing to step in and teach lessons when staffing is limited and maintain a positive, team-oriented attitude—even in challenging winter weather conditions.

Key Responsibilities:

• Program Oversight & Guest Experience

- Lead and manage the lesson programs to ensure an exceptional guest experience aligned with Seven Oaks' standards.
- Direct and monitor quality of lesson products and services, ensuring financial success and alignment with resort goals.
- Collaborate across departments to enhance guest engagement, from booking to lesson completion.

• Staff Management & Development

- Hire, train, supervise, and support instructors.
- Provide feedback, identify growth opportunities, and promote leadership development among staff.

- Foster a positive, team-oriented culture and deliver targeted training that supports professional instructor development.

- **Scheduling & Operational Coordination**

- Oversee scheduling of instructors to match lesson demands.
- Work closely with Guest Services to manage instructor inventory and ensure accurate lesson sales and tracking.
- Support daily operations and instructor assignments, ensuring timely updates and communication.

- **Facility & Safety Standards**

- Monitor and maintain appearance and functionality of teaching areas, signage, and Ski & Ride facilities.
- Promote and model a strong safety culture across the department and resort.

- **Customer Service & Conflict Resolution**

- Proactively address guest concerns and special requests, ensuring timely and courteous resolution.
- Maintain accuracy in private lesson assignments, instructor pay, and guest follow-up.

- **Strategic Participation**

- Contribute to company-wide best practice initiatives and strategic planning.
- Develops learn to ski/ride" offerings for both adults and children and private lesson offerings.

- **Other Duties**

- Assist in general operations of the Ski & Ride School as needed.
- Willingness to teach or support lesson operations when short-staffed.
- Perform additional tasks as assigned by the Area Manager or General Full-Time Management Team.

Qualifications:

Required:

- High school diploma or equivalent
- PSIA/AASI Level I Certification (or foreign equivalent)
- Minimum 2 years of experience in Ski/Ride School or product sales/services
- Minimum 1 year in a supervisory or management role in Ski & Ride School or guest services
- Strong verbal and written communication skills
- Must be a strong team player and capable of working independently with minimal supervision
- Ability to take initiative and stay positive while working in all types of winter weather
- Proficient in Microsoft Office Suite (Word, Excel)
- Fluent in English
- Available to work weekends and holidays

Preferred:

- PSIA/AASI Level II or III Certification
- College degree or coursework in a relevant field

Equal Opportunity Statement:

Seven Oaks is proud to be an equal opportunity employer. All qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, veteran status, or any other protected status under applicable law.