

Job Title: Ski & Ride School Director

Department: Ski & Ride School

Reports To: Area Manager

Employment Type: Winter Seasonal

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

Starting Wage: \$20-\$25/hour (Pay will vary based on various factors including but not limited to experience, education, training, and credentials)

Status: Exempt

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 Seven Oaks 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

Education and Experience

- High school diploma or equivalent
- PSIA/AASI Level I Certification (or foreign equivalent) required. Prefer PSIA/AASI Level II or III Certification
- 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

Skills and Abilities

- 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
- Ability to read and interpret safety, operating, and maintenance manuals
- Ability to write basic reports and communicate effectively
- Basic math skills (addition, subtraction, percentages, etc.)
- Strong problem-solving and decision-making abilities
- Ability to follow written, verbal, and diagram-based instructions

Computer Skills

- Basic proficiency in Microsoft Office (Outlook, Word, Excel)
- Ability to learn scheduling or operational software

Additional Requirements

- Must be at least 18 years old
- Valid driver's license and reliable transportation required
- Availability from early November through mid-March
- Willingness to work outdoors in extreme weather conditions

- Fluent in English
 - Available to work weekends and holidays
 - Self-motivated, dependable, and adaptable in a fast-paced environment
 - Strong commitment to safety, teamwork, and accountability
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Physical Demands

- Ability to perform physically demanding work in harsh winter conditions
 - Prolonged standing, walking, and manual labor
 - Frequent bending, lifting, twisting, pushing, and pulling
 - Regular lifting/moving of up to 50 lbs.
 - Ability to work on uneven, icy, or snow-covered terrain
 - Vision abilities including close, distance, and depth perception
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Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem-solving situations
- **Project Management** – Completes projects on time and on budget
- **Technical Skills** – Pursues training and development; continuously builds knowledge and skills; shares expertise
- **Customer Service** – Manages difficult situations; responds promptly; solicits feedback; meets commitments
- **Interpersonal Skills** – Solves conflict constructively; maintains confidentiality; listens effectively; keeps emotions under control
- **Oral Communication** – Speaks clearly and persuasively; participates in meetings; responds to questions

- **Written Communication** – Writes clearly and accurately; edits work; reads and interprets information
- **Teamwork** – Balances team and individual responsibilities; gives and welcomes feedback; builds morale and commitment to goals
- **Business Acumen** – Understands business implications; aligns work with strategic goals
- **Diversity** – Respects cultural differences; educates others; promotes a harassment-free environment
- **Ethics** – Works with integrity; inspires trust; upholds organizational values
- **Organizational Support** – Follows policies; completes tasks on time; supports organizational goals
- **Judgment** – Makes sound and timely decisions; includes appropriate people in decision-making
- **Motivation** – Sets and achieves goals; demonstrates persistence; takes calculated risks
- **Planning/Organizing** – Prioritizes work; uses time efficiently; develops realistic action plans
- **Professionalism** – Approaches others tactfully; reacts well under pressure; follows through on commitments
- **Quality & Quantity** – Demonstrates accuracy; completes work efficiently; applies feedback
- **Safety and Security** – Observes procedures; identifies hazards; reports unsafe conditions
- **Adaptability** – Adjusts to changes; manages competing demands
- **Attendance/Punctuality** – Consistently present and on time; ensures coverage when absent
- **Dependability** – Takes responsibility; keeps commitments; completes tasks on time
- **Initiative** – Volunteers; seeks additional responsibilities; takes independent action

- **Innovation** – Demonstrates creativity; generates suggestions; develops innovative approaches
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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.