

**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

**Wage Range:** \$18-\$25/hour

(The wage range listed represents the anticipated compensation for this position. Actual starting wage may fall above or below the stated range based on a variety of factors, including but not limited to relevant experience, education, training, demonstrated skills, job-related qualifications, performance, scope of responsibilities, and overall fit for the role.)

### **Job Overview:**

The Ski & Ride School Director is responsible for leading, growing, and managing all aspects of the Ski & Ride School at Seven Oaks Recreation, with a strong emphasis on developing private lesson programs and expanding “learn to ski/snowboard” offerings for both children and adults.

This is a **hands-on leadership role** that requires the Director to actively work alongside instructors and staff, stepping into teaching roles and daily operations as needed to ensure exceptional guest service and program continuity—especially during peak periods and staffing shortages.

The Director works closely with the Area Manager, Office Manager, and other departments to ensure efficient scheduling, proper staffing levels, and consistent delivery of high-quality instruction programs. This position plays a key role in enhancing guest experience, developing instructor talent, improving operational efficiency, and driving the overall growth of the Ski & Ride School.

The ideal candidate is a strong communicator, highly organized, and comfortable balancing administrative leadership with on-snow instruction and operational support.

### **Essential Job Functions (Other duties may be assigned):**

#### **Program Leadership & Guest Experience**

- Lead and oversee all Ski & Ride School lesson programs, ensuring a high-quality guest experience aligned with Seven Oaks standards.
- Develop and grow private lesson offerings and “learn to ski/snowboard” programs for youth and adults.
- Monitor lesson quality, guest satisfaction, and program performance to support financial and operational goals.
- Collaborate with Guest Services and other departments to ensure a seamless experience from booking through lesson completion.

#### **Staff Leadership & Development**

- Recruit, hire, train, schedule, and supervise ski and snowboard instructors.
- Provide ongoing coaching, feedback, and performance evaluations to support instructor development.

- Build a positive, team-oriented culture that promotes professionalism, safety, and guest service excellence.
- Identify and develop future leaders within the Ski & Ride School.

### **Scheduling & Operations**

- Oversee instructor scheduling to meet lesson demand efficiently and effectively.
- Coordinate closely with Guest Services to ensure accurate lesson booking, staffing alignment, and reporting.
- Manage daily operational adjustments, ensuring coverage and communication during changing conditions and peak demand periods.
- Maintain accurate tracking of lessons, instructor assignments, and related reporting.

### **Safety & Facility Standards**

- Promote and enforce a strong safety culture across all lesson programs and teaching areas.
- Ensure lesson areas, signage, and instructional zones are properly maintained and presentable.
- Model and reinforce safe skiing/riding practices and operational procedures at all times.

### **Guest Service & Problem Resolution**

- Address guest concerns, questions, and special requests in a timely, professional manner.
- Ensure accuracy in lesson assignments, guest communication, and follow-up.
- Support a high level of guest satisfaction through proactive service recovery when needed.

### **Strategic Development & Collaboration**

- Contribute to resort-wide planning and continuous improvement initiatives.
- Support the long-term growth strategy of the Ski & Ride School through program development and innovation.
- Work collaboratively with leadership to improve efficiency, profitability, and guest experience.

### **Operational Support / Working Manager Role**

- Actively assist in daily Ski & Ride School operations as needed.
- Teach private and group lessons when staffing requires or during peak demand periods.
- Step into frontline roles to ensure continuity of service and support team success.
- Perform additional duties as assigned by the Area Manager or leadership team.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience:**

- High school diploma or equivalent
- Minimum 2 years of experience in a ski/snowboard school, instruction program, or customer-facing service role
- Minimum 1 year of supervisory or leadership experience

### **Language Skill:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of an organization.

**Mathematical Skills:**

Ability to calculate figures and amounts such as discounts and percentages.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Office including Outlook, Word, and Excel.

**Other Qualifications:**

- Strong verbal and written communication skills
- Ability to lead a team while also working independently with minimal supervision
- Positive attitude and willingness to work in variable and challenging winter weather conditions
- Proficiency in Microsoft Office Suite (Word, Excel)
- Fluent in English
- Availability to work weekends, holidays, and peak season schedules

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to stand for long periods of time, kneel, or crouch; walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, or crawl. The employee is regularly required to lift and/or move up to thirty (30) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment varies based on daily events but is usually moderate.

Seven Oaks Recreation is an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, pregnancy status, sex, age, marital status, medical conditions, sexual orientation, gender identity or expression, veteran, and/or disability status.

---