

## **Job Opportunities – Alpine Rental Shop and Snow School Supervisor**

Manning Park Resort located 45min East of Hope, BC. We are currently recruiting for a full time seasonal Rental Shop / Snow School Supervisor to join our team. This position works within our Snow School and is responsible for coordinating the scheduling of all our ski & snowboard instructors.

This is a full time seasonal position commencing in November and running until approximately April.

### **Summary of Responsibilities**

Reporting to the Ski Hill Operations Manager, the Supervisor's primary task is managing the rental shop personal and instructors' schedules and ensuring appropriate and fair workloads are divided equally among the staff. The Supervisor must work closely with the Manager, Supervisor(s) and Coordinators to ensure that the on-hill product remains of the highest quality.

### **Responsibilities:**

- To uphold Manning Park Resorts' mandate of "Super service with a smile".
- Compliance with all Manning Park Resorts' policies and procedures as set out in the Employee Handbook.
- The Supervisor is responsible for overseeing the day-to-day schedules for the rental shop and instructing staff.
- Assists with hiring and training instructors, and monitoring staffing levels.
- Scheduling hub for all private lessons.
- The Supervisor works with the other supervisors and coordinators to oversee delivery of lessons and rental gear. Liaise with Manager to resolve any critical customer complaints.
- Maintains a working staff list for the entire department.
- Various administrative duties, including: managing instructor uniforms, start-up and termination packages, managing booking files and calendars, ordering operating supplies.

### **Terms of Employment:**

- Salaried Position Paid Bi-Weekly: 40 per week (overtime will be necessary at times).
- Seasonal November to April.
- Must be able to work weekends, holidays
- Salary based on experience and qualifications.

**Qualifications:**

- Ideally a certified instructor with either CSIA or CASI Level 1 or equivalent - although would consider someone uncertified with good skiing or snowboarding skills who is highly organized.
- Excellent organizational skills.
- Strong Administration Skills.
- Cash handling / retail experience
- At least two (2) years Ski & Snowboard industry experience.
- Previous supervisory or management experience.
- Good knowledge of the winter recreation industry.
- Excellent communication and supervisory skills.
- Goal orientated with good time management abilities, Strong team leader, with the ability to keep instructors motivated and focused.
- Excellent guest service skills; previous customer service experience and asset.
- Proven experience with MS Office (particularly Word, Excel, and Outlook)
- Previous scheduling experience an asset.
- Valid driver's license, Own transport an asset.

**Snow Board Instructor ( seasonal) ( year round work available)**

At Manning Park Resort, we are looking for strong customer service oriented people who are committed to providing a high quality resort experience for our guests.

Get away from the hustle and bustle of city life. Come work and play in the heart of the Cascade Mountains. If you love hiking, camping, snowboarding, alpine or nordic skiing and everything the great outdoors has to offer, you need to apply today!

From the retired to the new graduate, be part of a team that is dedicated to working hard and playing hard. Among other exceptional benefits we offer inexpensive staff accommodations and an opportunity to create lifetime friendships and adventure filled memories.

**Main Duties:**

- Instruct and coach guests of all ages and abilities to snowboard within instructor's certification level in a group or one-on-one setting
- Properly asses ski or snowboard students of their ability and place them in the proper groups
- Set up and take down "Kinder Ski" equipment
- Assist Ski School Director in lesson planning
- Adherence and teaching of the Alpine Responsibility Code
- General on hill tasks and maintenance as required
- May be required to assist Alpine Shop Technicians or Child Minding personnel

**Qualifications:**

- Canadian Ski Instructors Alliance and/or Canadian Association of Snowboard Instructors certification required, Levels 1-4 (preferably with 1 year or more of experience)
- Knowledge of the Alpine Responsibility Code
- Strong customer service skills
- Able to work in a fast-paced environment
- Must be approachable, dependable and a strong team player
- Previous knowledge of the ski hill an asset

**Resumes can be sent in to [humanresources@manningpark.com](mailto:humanresources@manningpark.com) or visit our website at [www.manningpark.com](http://www.manningpark.com) and fill in an online application.**