



Job Title: **SNOWSPORTS DIRECTOR**
Location: Cypress Mountain Resort
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9
604-926-5612 www.cypressmountain.com
Reports To: General Manager & Boyne SVP of Snowsports
Department: Snowsports
Status: Full Time/Extended Season (FTES)
Start Date: May 2024

The dynamic and exciting role of Snowsports Director is responsible for the overall leadership, operations, planning, and financial health of the Cypress Mountain Snow School department.

The Snowsports Director acts as a liaison between mountain management and the department comprised of 300+ Team members. They are an integral member of the Senior Leadership team; they actively participate in meetings and planning sessions, they uphold and support companywide policies and procedures, and foster an environment where open communication is key. They are a leader that spearheads departmental recruitment, training, and succession planning.

ESSENTIAL DUTIES & RESPONSIBILITIES (include but not limited to the following):

- *Health & Safety*
 - Adherence, delivery and promotion of all OHS company policies, programs, and procedures, including documentation.
 - Ensures all Team has completed annual training and on-boarding OHS documentation.
- *Customer Service & Risk Management:*
 - Manages escalated guest concerns while reducing liabilities, including follow-up.
 - Takes command of emergency situations and is responsible for ensuring established procedures are followed.
- *Financials & Sales:*
 - Manages sales, labour, and expenses.
 - Expands existing revenue streams and seeks new revenue avenues.
 - Oversees Reservations and Lesson Desk sales processes and administration.
 - Responsible for season-end snow school account reconciliation.
- *Hiring & On-boarding:*
 - Hires and on-boards instructors & sales team.
 - Prepares LMIA application through approval process.
 - Keeps accurate training logs, team database for sales, admin, and instructors.
 - Updates job descriptions and job postings with HR.
 - Prepares and delivers on-boarding materials and sessions with a focus on safety.
- *Team and Operations Management:*
 - Oversees daily operations, needs, and communication with other departments (e.g. Grooming, Base Ops for fencing, Guest Services for office support, etc.).
 - Provides a training program to support instructors including daily trainers and level prep curriculum.

- *Administration:*
 - Manages Team reward programs: Team family passes, reciprocals, Team recognition rewards.
 - Manages Gap Year programs including scheduling, planning, and accounts.
 - Manages CSIA Level Reseller program and CSIA/CASI courses and any other third-party education/lesson programs approved to operate on Cypress Mountain resort.
 - Payroll approvals, OT monitoring, status changes, rate change requests and terminations.
- *Communication & Collaboration:*
 - Keeps Snow School department updated.
 - Builds positive, professional relationships with others.
- *Professional Development:*
 - Stays current with industry trends, advancements, and best practices.
 - Maintains relevant certifications as required.
 - Embraces the company's core values:
 - K.R.P. – Kindness, Respect and Professionalism in every interaction.
 - L.E.A.D.- Long Term Thinking, Excellence in Execution, Attitude is Everything and Develop Great People.

QUALIFICATIONS/COMPETENCIES:

- Excellent leadership skills.
- Time management and organizational skills with the ability to multi-task.
- Excellent interpersonal, teambuilding and oral/written communication skills.
- Ability to work independently and as part of a team.
- Ability to remain organized and courteous when under pressure.
- Strong analytical skills.
- Proficient with MS Office and other computer systems and applications.
- Motivated to take on new challenges and responsibilities, able to show initiative and adapt to change.

EDUCATION and EXPERIENCE:

- High School or equivalent
- 3+ years Supervisory or Management experience in the Ski Industry
- 3+ years experience working within a Snow School Department
- CASI/CSIA Certification an asset
- Solid record of responsibility

CERTIFICATES, LICENSES, REGISTRATIONS:

- Legally able to work in Canada
- Hold a valid BC Driver's License
- Have a dependable/insured vehicle required to get to/from work

WORKING CONDITIONS:

- *Schedule:*
 - Full Time Extended Seasonal: third week of August to mid-May
 - 40 hours on 5 x 8-hour shifts per week on consistent schedule
 - Summer hours dependent on operation of summer camps

- *Work Location:*
 - On site at Cypress Mountain Resort

WAGE/BENEFITS:

- Starting at \$75,000-\$95,000 based on an annual salary and depending on experience
*No commissions for teaching
- Annual Goals Attainment Bonus program
- Extended Season Benefits package
- Skiing/riding/cross country skiing/snowshoeing/snow tubing benefits
- Season pass(es) for immediate family (including spouse and minor children)
- Free Lessons
- Discounts in F&B and Big Bear Sports
- FUN work atmosphere in unique environment!

TO APPLY:

Cypress Mountain is an equal opportunity employer and encourages candidates of all backgrounds to apply. If you are passionate about Snowsports and providing the highest level of leadership, we invite you to apply for this opportunity www.cypressmountain.com/employment

The above description is a general overview of the responsibilities of the position but is not intended to be all-encompassing. Additional or alternative responsibilities may be assigned and discussed, depending on the dynamic needs of the department and Cypress Mountain Resort as a whole.