

Job Title: **EMPLOYEE EXPERIENCE COORDINATOR**
Location: Cypress Mountain Resort
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9
604-926-5612 www.cypressmountain.com
Department: Employee Experience (HR)
Status: Full Time/Year Round (FTYR)
Reports To: Director Employee Experience
Start Date: February 2024

Join the FUN and dynamic Employee Experience Team as an Employee Experience Coordinator. If you have a passion for people, a knack for fostering a positive work environment, are invested in supporting and pushing forward our sustainability efforts and have a flair for fun- this is the role for you! Responsibilities include the facilitation and coordination of various Employee Experience processes and programs including the Forever Project, all in support of enlivening the Team experience at Cypress Mountain. Work with the Employee Experience Director in a wide variety of HR functions including recruitment and onboarding (FT, PT, and Work Experience students), training and orientation as well as supporting Team member communications, events, sustainability efforts and recognition programs.

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

- Responds to general questions on human resources policies and procedures from Team members, Supervisors and Managers.
- Works closely with Cypress Leaders to help facilitate the new hire/rehire process.
- Assists with data entry in the Dayforce system.
- Performs daily uniform distribution activities, and maintains uniform inventory control system.
- Compiles content and helps manage the employee website and newsletters.
- Assists in planning, executing and hosting Team member events.
- Helps improve employee experience initiatives by assisting with existing processes, identifying and clarifying room for improvement and implementing solutions.
- Documents and maintains operational procedures by developing a wide variety of written materials (e.g. forms, SOP's etc.).
- Recruit/coordinate/train work-experience team (winter season).
- Processes and maintains periodic reports as requested.
- Participates in the monthly Safety Committee meeting.
- Attends and promotes Cypress Mountain and available roles at Job Fairs.
- Provides support with the international recruitment programs.
- Oversee and support Forever Project efforts including:
 - Maintain GHG inventories
 - Present annual training program
 - Work with other sustainability leads on Forever Project goals
 - Lead initiatives on mountain like waste diversion and no idle
 - Seek out programs / grants to move the needle
 - Help managers with sustainability goals
- Represent Cypress Mountain in community events.
- Embrace 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:

- 1+ year experience in a leadership role.
- Experience in the ski resort, outdoor recreation, hospitality, or tourism industry an asset.
- Excellent interpersonal skills, problem solving and decision-making skills.
- Proficient in Microsoft Office.
- Basic understanding of HR principles, recruiting, and some event logistics an asset.
- Excellent time management and organizational skills.
- Ability to set priorities and adapt to changes in a quick, professional manner.
- Attention to detail and the ability to handle confidential material.
- Ability to work with a diverse group of team members.
- Passion for outdoor/snowsport activities.
- Ability to multi-task in a fast-paced environment.
- Adheres to confidentiality policies within the Employee Experience Department, and follows company privacy policies to ensure database is accurate and secure.
- Punctual, hardworking, self-motivated, and outgoing.
- Ability to remain organized and courteous when under pressure.
- Dependable and a self-starter – completes tasks independently, and follows through.
- Exhibits sound and accurate judgment; includes appropriate people in conversations.
- Adaptable to work effectively in a diverse and ever-changing working environment.

CERTIFICATES, LICENSES, REGISTRATIONS:

- High school diploma.
- Previous HR experience an asset but not required.
- Must be able to legally work in Canada.
- Valid driver's license.
- A reliable/insured vehicle with winter tires to get to/from work.
- Background check required.

WAGE/BENEFITS:

- Wage: \$24/hour
- Benefits package
- Seasonal bonus program (winter and summer)
- Skiing/riding/cross country skiing/snowshoeing/snow tubing benefits
- Season pass(es) for immediate family (including spouse and minor children)
- Free Lessons
- Discounts in both 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 supporting a FUN and inclusive work environment, we invite you to apply for this exciting 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.