



Job Description

Department: 21 Ski & Ride School
Position Title: **270-195 Ski & Ride School Supervisor**
Reports to: Ski & Ride School Director
VP Guest Services
GM/COO

Position Summary: The Ski & Ride School Supervisor position is responsible for assisting the Ski & Ride School Director in the daily operation of Monarch Mountain's Ski & Ride School, ensuring each guests' expectations are exceeded; as well as covering for the Ski & Ride School Manager when he/she is indisposed. The essential functions of this position include:

1. Be an effective leader within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Ensure all forms, tracking, verifications and necessary documents are executed and accurately completed in a timely manner. This includes, though not limited to requests, training, payroll, time-keeping, fiscal responsibilities, disciplinary actions...etc.
3. Assist in the hiring of department A-Team employees.
4. Schedule department staff for efficient coverage of department functions based on lesson reservations and projected skier budget. Adjust to actual requirements as appropriate.
5. Perform initial and ongoing training of departmental staff.
6. Provide timely employee feedback, and contribute to producing qualitative performance reviews of department A-Team staff.
7. Be aware of and assist in staying within budgetary constraints; offer input for next season's budget proposal.
8. Offer input for departmental capital requests.
9. Work in conjunction with other departments as part of the Monarch team.
10. Assist in the development and maintenance of training materials, manuals, checklists and other documents necessary for the success of the department.
11. Prepare and assist in the oversight of department personnel in the event of an emergency, as instructed by your supervisor.
12. Provide professional solutions and courteous assistance in problem solving for both guests and employees.
13. Monitor and maintain the inventory and condition of department supplies, properties and facilities to include, though not limited to, uniforms and employee lockers.
14. Coordinate the successful and satisfactory fulfillment of lesson reservations, to include walk-in and request bookings.
15. Conduct the morning instructor meeting, including rotation and line-up.
16. Attend daily division meeting.
17. Contribute to the development, coordination and implementation of lesson programs, and instructor clinics that include safety, fun, learning and innovation.
18. Have a working awareness of local, state and federal codes and regulations.
19. Take the lead in overseeing the daily operations of the Ski & Ride School in the absence of the Ski & Ride School Director. Communicate status and issues with the GM/COO and/or the Chain of Command as appropriate.
20. Remain current in applicable knowledge, ability and certifications necessary to perform all subordinate S&RS functions.
21. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

Requirements Relating to Knowledge, Skills & Abilities:

1. Must be an active and expert skier or rider, capable of training and teaching in any conditions, on any terrain.
2. Ability to maintain a good attitude, set a positive example and work well with guests and other employees

3. Ability to speak clearly and pleasantly, and communicate in the English language.
4. Ability to take direction and follow procedures.
5. Ability to train others and give direction in a non-condescending manner.
6. Aware of surroundings and the ability to identify and respond quickly to situational needs.
7. Good English reading and writing communication skills.
8. Good computer and website navigation skills to include Microsoft Office, PowderPlace.com and SkiMonarch.com
9. Ability to recognize and maintain confidentiality of sensitive materials and situations, including confidentiality of all customer information.

Requirements Relating to Education, Certifications & Experience:

1. Colorado Driver's License and good, company insurable driving record preferred.
2. Minimum of one year supervisory experience preferred.
3. High School diploma or GED required.
4. Current PSIA/AASI membership and minimum of Level II certification is required.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary, as scheduled.
2. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
3. Must be able stop, turn, change directions suddenly, adapt to uneven, varying terrain, and move in both directions on skis or snowboard, carrying up to 35 lbs.
4. Must be able to ride an open air ski lift, 30-100 feet above the ground.
5. Must have the strength, flexibility and endurance to meet the demands posed by lifting, bending, kneeling, stretching, climbing stairs, shoveling snow, lowering and carrying equipment, skiing and riding for extended periods and avoiding and recovering from a fall.
6. Must have the aerobic conditioning to meet the challenges posed by skiing or riding for long periods of time or on challenging or difficult terrain at altitude.
7. Must be at least 21 years of age.
8. A background check is required.
9. Must own and maintain appropriate gear, in a safe manner, to perform skiing duties.