

Job Title: Director of Snowsports School

Location: Black Mountain Ski Area

Position Type: Full-Time Year-Round

Job Summary: The Snowsports School Director oversees all aspects of the ski and snowboard school at Black Mountain. This leadership role is responsible for managing instructors, ensuring high-quality guest experiences, developing training programs, and promoting a safe and enjoyable learning environment for all ages and ability levels. **We've brought on an interim Director and are prepared to transition to a permanent hire at any time this season, including immediately or at season's end.**

Key Responsibilities:

- Manage day-to-day operations of the Snowsports School, including scheduling, staffing, and lesson coordination.
- Recruit, hire, train, and supervise a team of ski and snowboard instructors.
- Develop and implement training programs to ensure staff deliver consistent, professional, and engaging lessons.
- Ensure compliance with all safety policies, procedures, and industry standards.
- Provide exceptional guest service, addressing questions, concerns, and feedback promptly.
- Collaborate with other departments to coordinate group lessons, special events, and seasonal programs.
- Track school performance, lesson participation, and instructor evaluations.
- Manage budgets, payroll, and administrative duties related to the school.
- Create, enhance, and upgrade programs and lesson offerings to continuously improve guest experiences and meet evolving needs.
- Lead and oversee the seasonal Black Sheep Program, ensuring its success and alignment with school objectives.
- Promote Snowsports School offerings through on-mountain presence, marketing initiatives, and community engagement.
- Perform other duties as assigned by management.

Qualifications:

- Previous experience in snowsports instruction and program management.
- Strong leadership and team management skills.
- Excellent communication and customer service abilities.
- Certification through PSIA/AASI (Professional Ski Instructors of America / American Association of Snowboard Instructors) preferred.
- Ability to work outdoors in varying weather conditions.
- Strong organizational and administrative skills.

Benefits:

- Competitive salary
- Employee family season pass (includes up to 5 immediate family members)
- Employee Indy Pass
- Discounts on food, retail, and rentals
- Opportunity to work in a dynamic mountain environment with a passionate team