Nordic Program Supervisor

Job Description

DEPARTMENT:	*SnowSports*	**FLSA STATUS:**	*Non-Exempt*
REPORTS TO:	*Nordic Center Manager*	**STATUS:**	*Pending*
DATE APPROVED:	*9/23/26*	**APPROVED BY:**	*Justin Soine*
WAGE RANGE:	*$27.70 to 28.65*	**SCHEDULE:**	*M-F Preseason; W-Sun in season*

ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpental within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.
The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

POSITION SUMMARY

The Nordic Program Supervisor is responsible for planning and delivering Nordic lesson programs at Summit East, from preseason preparation through the last operating day of the season. Working directly with the Nordic Center Manager, this role builds the class plan, schedules private lessons, and directs instructors on operating days. The position requires strong organization, clear communication, and the ability to prepare a staff of well-trained instructors who prioritize guest experience.

HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

To be more specific in this role you will:

1. **Long Term Thinking:** Turn the season plan into an implementation approach that carries year over year rather than being reassembled each season.
2. **Excellence in Execution:** Deliver every lesson product on schedule and to the standard set, with rosters and assignments in instructors' hands before the lesson day.
3. **Attitude is Everything:** Hold the team steady when conditions change the plan, and communicate changes early and clearly.
4. **Develop Great People:** Coach instructors in real time and give them observations they can act on.
5. **Serve First:** Keep lessons starting on time and resolve placement and guest concerns before they reach the family.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead preseason planning and season-opening preparation, and manage assigned projects from start to finish, keeping the Nordic Center Manager updated on progress.
- Before season opening, build the class plan against the learning progression framework set by the Nordic Center Manager, including cohorts, ability groups, and initial instructor assignments.
- Set up cohort schedules in Flaik before opening and confirm their accuracy before each operating weekend.
- On operating days, oversee implementation of Nordic classes, including the Junior Nordic Program tiers, Three-Pack, group lessons, and the Nordic Tour, hold delivery to the class plan, and adjust daily plans in response to weather, snow conditions, lift status, and staffing.
- Coordinate daily with the Nordic Rental Lead so program and lesson guests are fitted and ready before scheduled start times.
- Direct Unit Leads and Instructors on operating days, including check-in, deployment, real-time guidance, and end-of-day wrap-up.
- Maintain rosters, attendance records, and incident documentation to the standard needed for season-end voucher calculation.
- Throughout the season, execute the communication plan in coordination with Guest Services and the Nordic Center Manager.
- Deliver presentations to resort department leads, leadership, and staff to ensure clear communication across resort teams.
- Schedule private lessons and assign instructors based on guest registration, requested discipline, and instructor availability.
- Distribute class assignments, rosters, lesson duration, and end times to instructors before lesson days.
- Confirm hours submitted by Unit Leads are entered correctly in Flaik and accepted into UKG.
- Support onboarding, mid-season check-ins, and end-of-season reviews.
- Wear a uniform and name tag at all times while on duty.
- Perform other duties as assigned.

QUALIFICATIONS

To be successful in this role, you should bring:

- Excellent communication skills across written, verbal, and electronic channels, including email, Teams, and Flaik, with clear and timely updates to staff, guests, and resort leadership.
- Excellent command of Microsoft Office and M365, including Word, Excel, PowerPoint, Teams, and SharePoint, used daily rather than occasionally.
- Excellent project management skills, with working knowledge of Microsoft Planner, Lists, and SharePoint, and familiarity with tools such as Asana, Microsoft Project, or Smartsheet, and a record of carrying projects from plan to completion on schedule.
- Proven ability to work effectively in a matrixed environment, managing multiple priorities across multiple functional areas and departments.
- Strong command of operational planning: taking a season plan and running the department against it week by week.
- Ability to take a defined progression framework and turn it into weekly session plans across multiple ability groups and age bands.

- A track record of executing someone else's plan faithfully while solving the problems that come up in delivery.
- Two or more seasons in ski school, outdoor education, or youth program delivery, including at least one season in a supervisory or management capacity.
- Ability to ski both classic and skate technique at an intermediate level or better. PSIA Level 2 or above preferred.
- Availability to work weekends, holidays, and peak demand periods.
- Minimum age of eighteen (18) years at the time of hire.
- Ability to pass a background check.

EDUCATION AND EXPERIENCE

A Bachelor's Degree is preferred, or an equivalent combination of two to four years of leadership and operational experience in the snow sports industry. Prior experience in a supervisory or training-focused role within a SnowSports School is strongly preferred.

PHYSICAL DEMANDS

While performing the duties of this role, the employee is regularly required to stand, walk, climb, balance, talk, and hear. Frequent reaching with hands and arms is expected. The position occasionally requires sitting, stooping, kneeling, crouching, or crawling. The employee must frequently lift and/or move up to 10 pounds and occasionally up to 50 pounds.
Activity Requirements:
Standing – Often
Walking – Often
Sitting – Often
Keyboarding/Computer Use – Often
Reaching with hands/arms – Often
Climbing/Balancing – Occasionally
Stooping/Kneeling/Crouching – Occasionally
Working Indoors – Often
Outdoor activity in varying weather conditions – Often
Interaction with Customers/Guests – Constantly

WORK ENVIRONMENT

This position works both indoors in the Old Milwaukee Lodge and outdoors across the Nordic trail system, and involves exposure to a wide variety of weather and surface conditions including snow, rain, wind, freezing temperatures, and rapidly changing visibility. Indoor work areas are regularly exposed to wet conditions. The noise level in the work environment is usually moderate.
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

- FTYR/Flex
    a. Health benefits coverage
    b. 401(k) retirement plan with employer match
    c. Ski and snowboard pass for employee and dependents across the Boyne Resorts network
    d. Paid time off, Sick Pay and holiday pay
    e. Access to Boyne Resorts employee programs, resort discounts, and professional development resources
- FT/PT Seasonal
    a. 401(k) retirement plan with employer match
    b. Ski and snowboard pass for employee and dependents across the Boyne Resorts network
    c. Sick Pay and holiday pay
    d. Access to Boyne Resorts employee programs, resort discounts, and professional development resources

ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

HOW TO APPLY

Submit a resume and cover letter to through job posting on https://www.summitatsnoqualmie.com/ . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

EQUAL OPPORTUNITY EMPLOYER

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.

Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact summithr@summiti90.com to request accommodations during the application process.