



Snowsports Supervisor

Job Description

DEPARTMENT: *Snowsports*
REPORTS TO: *Snowsports Manager*
DATE APPROVED: *9/23/26*
WAGE RANGE: *\$27.70 to 28.65*

FLSA STATUS: *Non-Exempt*
STATUS: *Seasonal*
APPROVED BY: *Justin Soine*

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 SnowSports Supervisor plays a key leadership role in supporting the full guest journey—from arrival through post-lesson follow-up—while maintaining operational excellence across The Summit's SnowSports School. This role is responsible for staff supervision, instructor scheduling, operational training and development, and program execution, along with administrative support for payroll, evaluations, product fulfillment, and seasonal processes. Success is measured through team performance, guest satisfaction, and the overall health of the SnowSports operation.

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

This role is expected to model and reinforce Boyne Resorts L.E.A.D.S. values at every level of the organization

1. **Long Term thinking:** Develop training programs and lesson structures that support the long-term success and growth of instructors and programs.
2. **Excellence in Execution:** Deliver high-quality experiences by ensuring every lesson is staffed appropriately, starts on time, and aligns with company standards.
3. **Attitude is Everything:** Lead by example with professionalism, positivity, and resilience—even in high-pressure, high-traffic environments.
4. **Develop Great People:** Provide mentorship and feedback to instructors, fostering a supportive environment for learning, growth, and advancement.
5. **Serve First:** Empower employees and support guest needs with compassion, clear communication, and a team-first mindset.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Long Term Thinking



- Assist in recruitment efforts by identifying staffing needs across ability levels, programs, and guest demographics, and encourage team referrals.
- Lead and support instructor training initiatives to promote consistent teaching standards and professional development.
- Work with the SnowSports Manager to design and execute lesson programming that supports guest satisfaction and employee success.

Excellence in Execution

- Oversee daily and seasonal instructor scheduling to ensure optimal coverage, especially during peak business days (e.g., Red Days).
- Manage onboarding, activation, and separation of team members, ensuring a smooth transition across employment stages.
- Oversee uniform inventory and coordinate distribution and return for base area staff.
- Accurately manage and report payroll data, ensuring accuracy and timeliness in all submissions.
- Maintain accurate employee records and ensure compliance with privacy regulations and company policies.
- Monitor labor-to-revenue ratios and make data-informed staffing decisions.
- Work with the SnowSports Manager to evaluate operational, guest, and industry trends to improve processes

Attitude is Everything

- Communicate effectively with staff to build trust, foster engagement, and support retention.
- Maintain professionalism and adaptability in a fast-paced, guest-driven environment.
- Collaborate with sales and reservations teams to align program delivery with guest demand and revenue goals.

Develop Great People

- Work with the SnowSports Manager to inspire and guide instructors throughout their lesson and program responsibilities.
- Provide mentorship, coaching, and feedback to support instructor growth and development.
- Manage independent projects as assigned.

Serve First

- Build strong relationships with guests to support repeat business and program participation, such as Consecutive Week Lessons and pre-sold products.
- Empower employees and support guest needs with compassion and clear communication.
- Perform other duties as needed or assigned.

QUALIFICATIONS

Required

- Extensive knowledge of The Summit SnowSports School or a comparable operation.
- Proven leadership experience and ability to work independently with minimal supervision.
- Flexible, adaptable, and able to thrive in a fast-paced, guest-driven environment.
- Ability to prioritize, multitask, and remain calm under pressure.
- Strong commitment to guest service and employee development.



- Proficiency in Microsoft Office Suite, especially Excel; working knowledge of Outlook, Word, and social media tools.
- Excellent written and verbal communication skills.
- Demonstrated emotional intelligence and cultural awareness in leading diverse teams.
- Must pass a background check.

Preferred

- PSIA/AASI Level 2 Certification or higher, along with Children's Specialist credentials.
- Familiarity with RTP, Flaik, or other resort software systems.

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

- Ability to ski on varying terrain; stand for extended periods; bend, kneel, squat, and lift up to 50 pounds occasionally.

WORK ENVIRONMENT

Work is performed primarily outdoors in mountain environments with exposure to snow, rain, wind, cold temperatures, uneven terrain, and variable schedules including weekends and holidays.

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- 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
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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@summit90.com to request accommodations during the application process.