



**Job Description:** Mount Washington Alpine Resort

**Title:** Nordic Manager

**Reports to:** Director of Sports, Retail and Guest Services

**Job Purpose:** To oversee daily operations of Raven Lodge and activities related to Cross Country Skiing, Fat Biking and Snowshoeing. Assist with planning and expansion of these activities and programs.

**Employment:** Full Time (salaried) – Mid November to Mid April with opportunity to fill other seasonal roles for the right candidate.

**Responsibilities:**

- Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and positive work environment; developing personal growth opportunities. These positions include rentals, retail, ticket checkers, snowshoe guides, instructors, trail hosts and café.
- Accomplishes positive staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Maintains quality guest service standards; analyzing and resolving quality and guest service issues; identifying trends; recommending system improvements.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking best practices; participating in professional organizations.
- Laise with the grooming department daily by identifying trail grooming conditions and requirements
- Development of programs and lessons, overseeing instructor development.
- Development and maintenance of trail network for cross country skiing, snowshoeing and fat biking
- Liaison with BC Parks, Strathcona Nordics, Vancouver Island Biathlon Club and Vancouver Island Mountain Sport Society, ensuring good communication and relations are maintained.
- Accomplishes financial objectives by forecasting requirements; preparing an annual budget and business plan; scheduling expenditures; analyzing variances; initiating corrective actions. Maintain clean and well organized facilities
- Attending weekly operations meeting, providing updates and pertinent information on Nordic activities.
- Attend monthly supervisor and manager meetings
- Be available to cover any duties within the Nordic operations, to help maintain a minimal staffing levels.
- Assist with purchasing and inventory for Nordic Retail.
- Assist with purchasing and inventory for Nordic Rentals.
- Assist with monthly F&B inventory
- Assist with other duties as required

**Managers wishing to pursue employment with Mount Washington Alpine Resort should exhibit the following traits and competencies:**

- **Business Acumen:** ability to understand the business implications of decisions and the ability to strive to improve organizational performance. Awareness of business issues, processes and outcomes as they impact the guest's and the organization's business needs.
- **Improving Operations:** ability and motivation to apply one's knowledge and past experience for improving upon current modes of operation within Mount Washington Alpine Resort.
- **Leadership:** has the desire to lead others, including diverse teams. Sets direction and operates in keeping with an understanding of the industry, political climate, market dynamics and business priorities of the company.
- **Empowerment:** ability to share responsibility with individuals and groups so that they have a deep sense of commitment and ownership.
- **Change Management:** ability to support a change initiative that has been mandated within the organization. Can provide the ongoing guidance and support that will maintain enthusiasm and commitment to the change process.
- **Holding People Accountable:** can set high standards of performance and holds team members, outside contractors, industry agencies, etc., accountable for results and actions.
- **Communications:** Openly communicates in an honest, persuasive and articulate manner.
- **People Skills:** Treats people fairly, with dignity and integrity, to promote commitment and productivity. Develops others by providing a supportive growth environment and by coaching and mentoring. Demonstrates effective interpersonal skills and works cooperatively and effectively within and across organizational units to achieve common goals.
- **Relationships/Guest Focus:** Seeks and builds internal/external relationships and collaborations. Brings excellence to internal or external guests by focusing efforts on discovering and meeting their needs. Delivers and trains customer service as described in the *Above and Beyond* program.
- **Results Focus:** Focuses efforts on achieving quality results consistent with the MWAR current and future business strategies.