

“Dagmar Ski Resort is growing and building for the future.”

We are seeking a highly organized and detail-oriented Snow School Administrator who is excited to help shape the future of one of Ontario’s most respected family ski resorts.

Employer: Dagmar Resort Ltd.

Position: Snow School Administrator

Employment Status: Full-Time Seasonal (August–March)

Hours of Work: Weekdays, weekends, holidays, and additional hours as required during the operating season.

Career Opportunity: For the right candidate, this position may evolve into a year-round career opportunity within the Dagmar organization.

Compensation: Competitive compensation based on experience, qualifications, and industry knowledge.

Department: Snow School

Reports To: Resort Ownership & Indoor Operations Management

Job Summary

The Snow School Administrator is responsible for the overall administration, coordination, and daily operation of Dagmar’s Snow School programs.

This position oversees lesson scheduling, program administration, instructor coordination, customer service, and Snow School communications. The role works closely with instructors, supervisors, office staff, and resort management to ensure a high-quality experience for guests while maintaining efficient and organized operations.

The successful candidate will be highly organized, detail-oriented, customer-focused, and capable of managing multiple priorities in a fast-paced seasonal environment.

The Snow School Administrator will play a key role in the ongoing growth and development of Snow School programs by identifying new opportunities, implementing industry best practices, and helping ensure Dagmar remains a leader in beginner and family-focused snow sports education.

Job Duties / Responsibilities

- Oversee the administration and daily operation of Snow School programs and services.
- Assist in Coordinating lesson scheduling and instructor assignments for private lessons, group lessons, school programs, and seasonal programs.
- Manage program registrations, participant records, waitlists, and scheduling adjustments.
- Assist guests with inquiries, bookings, program information, and conflict resolution.
- Communicate professionally with guests, instructors, supervisors, and resort departments.
- Work closely with the Booking Coordinator to ensure accurate lesson bookings and program fulfillment.
- Work hand-in-hand with the Manager to seamlessly connect desk logistics with on-snow instructor execution.
- Monitor lesson capacity and staffing requirements to maximize efficiency and guest satisfaction.
- Maintain accurate records, reports, and operational documentation.
- Assist with instructor recruitment, onboarding, training coordination, certification tracking, and staff communications.
- Support the development, organization, and implementation of Snow School programs and procedures.
- Ensure Snow School policies, standards, and guest service expectations are consistently followed.
- Participate in operational planning and preparation for the winter season.
- Assist management with budgeting, reporting, and program evaluations as required.

- Continuously evaluate Snow School programs, lesson offerings, and guest experiences to identify opportunities for improvement and growth.
- Develop and recommend new lesson products, programs, and service enhancements that meet the evolving needs of guests and instructors.
- Foster relationships with schools, community groups, instructors, and industry organizations to support Snow School awareness, recruitment, and program development.
- Help maintain instructor certification records and support professional development opportunities within the Snow School team.
- Other duties as assigned.

Qualifications

- Strong organizational, administrative, and time-management skills.
- Experience in customer service, administration, scheduling, or operations management.
- Excellent verbal and written communication skills.
- Professional, courteous, and confident telephone manner with the ability to represent Dagmar positively in all interactions.
- Strong computer proficiency and the ability to learn reservation and scheduling systems.
- Ability to manage multiple priorities in a fast-paced environment.
- Professional, dependable, and solution-oriented approach.
- Ability to work independently and collaboratively within a team environment.

Preferred Qualifications

- Experience working within a ski resort, Snow School, or recreational programming environment.
- Knowledge of ski and snowboard lesson structures and Snow School operations.
- Familiarity with CSIA, CASI, and instructor certification pathways.
- Experience coordinating staff schedules and lesson assignments.
- Multilingual abilities are considered an asset.
- Skiing and/or snowboarding experience is considered an asset.

Why Work at Dagmar?

- Positive and supportive team environment.
- Opportunities for growth, training, and advancement.
- Work alongside an experienced and passionate leadership team.
- Be part of a family-oriented resort that values its employees, guests, and community.
- Help create memorable experiences for thousands of skiers and snowboarders each season.

Dagmar Ski Resort is committed to creating exceptional guest experiences while fostering a positive and rewarding workplace culture for our team.

If you thrive in a busy winter environment and enjoy working with people, we would love to hear from you.

Please send your résumé and cover letter with references to jobs@skidagmar.com