



Whistler Sport Legacies is a not-for-profit organization responsible for owning, managing and operating three 2010 Olympic and Paralympic Winter Games venues: Whistler Athletes' Centre, Whistler Olympic Park, and Whistler Sliding Centre. Our vision is to be an international centre for sport excellence by providing world class facilities for athletes to discover, develop, and excel in their chosen sport. We strive to encourage a healthy lifestyle by developing programs that encourage participation in sports at a recreational level.

The **Supervisor, Sport School** oversees the day-to-day scheduling and programming of the Sport School at Whistler Olympic Park. Reporting to the Head Coach, Cross-Country this role works collaboratively with the Booking Agent and other venue staff ensuring seamless and safe delivery of all WOP Sport School services including delivery of sport events and programs offered by sport user groups while ensuring seamless and friendly delivery of all WOP public programs and services.

Responsibilities include supervising all aspects of the Sport School: training, Point-of-Sale system, scheduling, volunteers, Sport Coaches, and delivery of WSL's guest service philosophy. This is a seasonal role and requires flexibility to assist the team with other activities or initiatives including ability to work evenings and weekends as required.

Responsibilities

- Provide a leadership role and represent the organization's mission, vision, and values
- Lead to ensure the Nordic sport instructional/experience programs and sport school programs are implemented and carried-out
- Supervise, train and schedule colleagues for day-to-day operations of the Sport School including planning daily activities and priorities
- Supervise, organize, and carry-out departmental volunteer scheduling and training
- Liaise with Booking Agents to ensure Sport School is staffed optimally on a daily basis
- Instruct individuals, groups, and children in all WOP products including cross-country skiing, classic and skate, and/or snowshoeing, and other activities
- Assist Head Coach, Cross-Country, and Lead, Sport Coach/Ski Play in the snow play area creation and maintenance in conjunction with Head Coach, Ski Jumps, and Biathlon Coach ensuring optimum experience for guests of all levels
- Collaboratively liaise with Head Coach, Cross-Country and Manager, Guest Services, on program scheduling, rental coordination, and Sport and Recreation Services programs
- Work cooperatively, and ensure an effective information flow, with WOP leadership team, other WSL departments, venues, colleagues, volunteers, contractors, partners, and external stakeholders, e.g., Callaghan Country Wilderness Adventures (CCWA)
- Compose and distribute daily / weekly colleague and volunteer communications as required
- Ensure effective communication with guests, athletes, coaches and officials including the ability to deal with difficult situations and complaints
- Assist with sport competition event planning and execution as needed and required
- Ensure cost effective methods of delivering programs and services are implemented
- Foster a strong culture of health & safety; work with Human Resources and Safety to ensure all WorkSafeBC and BC Safety Authority requirements are met; ensure that a strong relationship exists between the venue and the regulatory bodies and that all certification requirements are and continue to be met within the functional area

- Develop and manage effective relationships with key stakeholders and partner organizations; share ideas and resources to improve operational efficiencies and event management
- Cross-promote WSL products in all customer service initiatives when interacting with guests and clients
- Assist Manager, Guest Services with appropriate maintenance and inventory requirements of rental items in order to maintain appropriate stock for Sport School operations
- Assist Guest Hosts in the efficient rental equipment distribution process as required
- Generate Point-Of-Sale reports for Head Coach, Cross-Country as requested
- Work collaboratively to support relevant WOP recreation/competition trail system as required
- Use POS system for daily bookings and reporting as required
- Adhere to WSL internal controls and assist in developing procedures with other departments
- Support colleagues to assist in troubleshooting hardware problems and addressing system issues, and work to improve overall efficiency of systems as required
- Responsible for supervising colleagues and volunteers according to established HR procedures with emphasis on the following areas:
 - Recruitment & selection
 - Orientation & ongoing training
 - Performance reviews, management and conflict resolution
- Carry out Whistler Sport Legacies' customer service philosophy AIM: All Interactions Matter
- Assist team with other duties as assigned or required

Position Requirements

Education/Experience

- Post-Secondary diploma or degree is an asset, particularly in physical education or sport
- Sport experience and background in Nordic skiing an asset
- One or more of the following certifications is required:
 - Canada Association of Nordic Ski Instructors (CANSI)
 - Cross Country Canada's National Coaching Certification (NCCP):
 - Community Coaching Introduction (ICC)
 - Community Coach (CC)
 - Competition Coaching: Introduction (CCI-L2T)
- Firearms Possession and Acquisition License (PAL) an asset
- 1-2 years' customer service experience required
- Accurate cash handling and reconciliation experience with a keen eye to detail required
- Competence with computer scheduling and point-of-sale software (Siriusware) required
- Satisfactory RCMP criminal record check is mandatory prior to commencement of employment
- Previous supervisory experience required with the ability to train/educate others required
- Competence with MS Word, Excel, PowerPoint, Outlook, and social media applications preferred
- Working knowledge of a sport school/ski rental department is preferred
- First Aid certification preferred
- Coach facilitator training an asset
- Knowledge working with technical officials an asset

Skills

- Must be a skilled cross-country skier with ability to perform both classic and skate techniques

- Ability to interact effectively with the general public, volunteers, sport groups and organizations
- Ability to communicate effectively; written and verbal
- Ability to exercise independence of judgement and carry out the responsibilities with minimum direction
- Ability to work in a dynamic, fast paced, team environment while keeping the Managers/Supervisors and colleagues informed
- Ability to safely guide participants through ski lessons and physical activities
- Flexible and adaptable to work efficiently in variety of settings
- Ability to express the needs of sport to all stakeholders
- Self-directed entrepreneurial spirit is essential
- Willingness to assist other team members (at times outside of the department) as needed and requested
- Passion for exceptional customer service is essential

Physical Requirements

- Reliable winter transportation (WOP is not serviced by public transit)
- Ability to work outdoors in variable weather conditions
- Ability to stand for long periods of time
- Ability to regularly lift 50lbs

To apply, submit your cover letter and resume to: <http://www.wsl2010.com/employment> and follow the Employment prompts.