



Title: Sports Manager

Reports to: COO

Seasonal position: October 1 – May 1 (would consider year-round)

Job purpose: Oversee, manage and develop winter ski & snowboard school operations.

Key Responsibilities and Accountabilities:

- Maintain a ski/snowboard school that offers the proper balance of Pros certification levels and talents for our clientele
- Recruit and manage ski/snowboard Pros as required
- Provide coaching and disciplinary methods to Pros when necessary
- Identify, plan and ensure facilitation of all training curriculums and calendars
- Work with PSIA and Aspen Skiing Company to schedule adaptive certification exams in Snowmass
- Promote Challenge Aspen and adaptive education to Aspen Skiing Companies Coordinators, Supervisors and Pros.
- Identify and recruit clinicians to lead trainings throughout the winter season
- Act as direct supervisor for Challenge Aspen reservationists
- Maintain strong understanding of usage and procedures and ensure accuracy of reservations systems: Flybook, Box.com, B Store, Pro Card
- Guide reservationists with all participants/Pro & buddy lesson match ups
- Assess on hill experiences to ensure we are maintaining the high level of guest service and instruction.
- Ensure equipment needs are met. Determine needs for new purchases or sale of any outdated or unused equipment on an annual basis
- Oversee/manage maintenance of all adaptive equipment, ensuring equipment is always kept in good safe working order
- Develop and manage all equipment and uniform check out systems
- Maintain instructor zone on Challenge Aspen website
- Create and maintain annual Pro contracts
- Make sure Pros stay current doing progress notes
- Maintain a clean, well stocked and organized equipment room and work shop
- Understand, adhere to, and reinforce current policies and procedures, with an emphasis on safety protocols. Revise policies as required.
- Review and revise Pro Handbook annually
- Plan and execute trainings for the ASC lift attendants each fall
- Maintain consistent and professional communication with CA staff and Pros

- Keep abreast of adaptive industry news and standards
- Maintain current business and donor relationships
- Maintain communication with other adaptive programs in the country to ensure CA policies are current and relationships are strong
- Ensure workers comp claims, accidents and incidents are reported properly and in a timely fashion to CA and ASC, while maintaining accurate files on all of these situations.
- Plan and facilitate monthly Pro meetings
- Conduct Pro seasonal performance reviews
- Participate in organizational special projects and events
- Other duties as assigned

Qualifications, Attributes & Key Success Factors:

- Have a minimum of 2 years management experience
- Have a solid understanding, or strong desire to learn, of the adaptive ski industry, adaptive equipment and safety precautions.
- Ensure quality lessons/on-hill experiences as a result of appropriate pro and buddy assignments.
- Maintain positive relationships with ASC, Aspen Sports, and all affiliates of CA.
- Anticipate market needs and trends
- Think long-term planning for sustainability
- Enhance solid external and internal relationships
- Lead a motivated and professional team
- Maintain adaptability and professionalism while working with a variety of individual personalities
- Display effective time management
- Be able to take direction as well as take initiative
- Proficient with basic computer skills i.e.: Word, Excel, Outlook, Internet
- Maintain good solid decision-making skills and judgment
- Display strong communication skills and professional demeanor at all times
- Have passion, enthusiasm and commitment to the Challenge Aspen mission
- Ability to multi-task in a fast paced, sometimes chaotic work environment
- Be an active, positive member of the Challenge Aspen management team
- Enjoy working as a team member as well as ability to work independently
- Capable of lifting up to 50 pounds
- Maintain a sense of humor
- Have fun

