

Director of Snow Sports

Full Time Leadership Position

The Hermitage Club at Haystack Mountain – Wilmington, Vermont

ABOUT THE HERMITAGE CLUB

The Hermitage Club at Haystack Mountain is an exclusive, member-owned private ski club located in Southern Vermont. We are dedicated to delivering a premium alpine experience rooted in exceptional service, pristine snow quality, and a strong sense of community. Our members enjoy access to uncrowded trails, elevated amenities, and a refined atmosphere that celebrates the heritage and joy of skiing and snowboarding.

At the center of this experience is our Snow Sports School — a program known for its excellence in instruction, commitment to professional development, and personal attention to every skier and rider.

POSITION OVERVIEW

The Director of Snow Sports provides strategic leadership and operational oversight for all aspects of the Snow Sports School at The Hermitage Club. This individual plays a key role in cultivating a supportive and professional environment for instructors while delivering high-quality programming for our member families and their guests.

This position requires a forward-thinking leader with a strong background in snow sports education, a passion for mentorship, and a drive for operational excellence. The Director will work closely with internal departments and report to senior leadership and relevant committees to ensure the continued success and evolution of the school.

KEY RESPONSIBILITIES

Leadership & Program Oversight

- Lead, support, and manage a team of instructors, supervisors, trainers, and administrative staff across all snow sports programs.
- Develop and implement seasonal goals, initiatives, and operational plans in alignment with the club's standards and values.
- Maintain a visible and approachable presence on the mountain and in daily operations.

Training & Staff Development

- Design and deliver a comprehensive training program focused on technical development, teaching methods, and certification advancement.
- Provide ongoing mentorship and feedback to instructors to ensure consistent, high-quality lesson delivery.
- Promote a professional culture that values growth, collaboration, and accountability.

Program Development & Guest Experience

- Design programming that reflects the evolving needs of members, including seasonal, holiday, and private lesson offerings.
- Ensure that instruction aligns with PSIA-AASI, USSS, and USASA standards while fostering creativity and guest engagement.
- Monitor lesson quality and guest satisfaction through feedback and on-snow observation.

Financial & Administrative Management

- Manage the Snow Sports School's operating budget, aligning expenditures with programming goals and financial targets.

- Oversee scheduling, payroll, reservations, and reporting, ensuring efficient and accurate administrative operations.
- Collaborate with internal teams to support communication, documentation, and guest service protocols.

Member Relations & Team Culture

- Build lasting relationships with members and guests through attentive service and consistent communication.
- Address guest inquiries or concerns with discretion and professionalism.
- Model and reinforce a team culture that values respect, responsiveness, and high performance.

Cross-Departmental Collaboration

- Partner with departments such as Mountain Operations, Food & Beverage, and Member Services to ensure seamless experiences across the resort.
 - Contribute to resort initiatives and uphold the standards of The Hermitage Club throughout all interactions.
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QUALIFICATIONS

Education & Experience

- High school diploma required; college degree in a related field preferred.
- Minimum of 5 years in a leadership role within a snow sports environment.
- PSIA/AASI Level 3 Certification or international equivalent required.
- Trainer credentials and children's specialization strongly preferred.

Skills & Competencies

- Strong leadership and interpersonal skills with a commitment to mentorship and team development.

- Proficient in technical skiing/riding, instructional methods, and guest service principles.
- Intermediate computer proficiency, ideally with RTP or OnlySky systems experience.
- Able to manage multiple priorities while maintaining a calm and professional demeanor.

Skiing/Snowboarding Proficiency

- Must be an advanced skier or snowboarder, confident on all terrain.
 - Strong understanding of movement analysis, safety practices, and the Alpine Responsibility Code.
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WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

- Ability to work in variable winter weather conditions for extended periods.
 - Regular physical activity including skiing, snowboarding, and mountain navigation.
 - Capable of lifting up to 50 lbs and assisting others with gear and movement.
 - Strong visual and auditory awareness for safety and instruction purposes.
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For more information please visit: Hermitageclub.com

You can also send a resume with cover letter to Hal Pyke Director of Human Resources: Hpyke@hermitageclub.com

EQUAL OPPORTUNITY EMPLOYMENT

The Hermitage Club at Haystack Mountain is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals regardless of background or identity.