



SILVER STAR MOUNTAIN RESORT

A big mountain with a small town feel is what makes SilverStar so special – all the terrain you'd expect at a larger resort, without the crowds

JOB OVERVIEW

- ✓ **Winter Season:** Late November – April
- ✓ **Summer Season:** Late April – November
- ✓ **Province:** British Columbia
- ✓ **Min age:** 21
- ✓ **Jobs:** Lift Ops, Rental Tech, Repair Tech, Food & Beverage, Rentals, Retail, Cashier, Ski school sales, support roles, Cook Housekeeping,
- ✓ **Interview locations:** Online or face to face

STAFF HOUSING

- ✓ On-Mountain staff housing option
- ✓ Private rentals on and off mountain

STAFF PERKS

- ✓ Free Season Pass
- ✓ Reciprocal pass benefits with various resorts
- ✓ Free group ski lessons
- ✓ Restaurant & Retailers Discounts

THE RESORT

- ✓ 3283 acres of skiable terrain
- ✓ Overlooks beautiful Okanagan Valley
- ✓ Mid-mountain Ski-in, ski-out access
- ✓ Close to town of Vernon with bus access
- ✓ Ice rink for the skaters

*Please note – The content in this email is provided as a guide and for your information, and is the most current version at the time you receive this. Always double check terms of employment directly with HR, and accept that data as absolute



Grooming policy in place – some piercings, no neck/face, hand tattoos and dreadlocks not accepted



LIFT OPS

We are looking for Lift Ops to join our team at Silver Star Mountain Resort. The Lift Ops will be responsible for the safe and efficient operation of the ski lifts, ensuring that all guests have a safe and enjoyable experience.

Responsibilities

- Monitor and operate ski lifts, ensuring that they are running safely and efficiently
- Ensure that all safety protocols are followed
- Assist guests with loading and unloading the ski lifts
- Perform daily maintenance and safety checks on the ski lifts
- Assist with the setup and takedown of the ski lifts
- Assist with the training of new lift operators
- Provide excellent customer service to all guests

Requirements

- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to work in a team environment
- Ability to lift up to 50 lbs
- Ability to work in all weather conditions
- Ability to work flexible hours, including evenings, weekends, and holidays



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RENTAL TECH

We are looking for Rental Techs to join our team at Silver Star Mountain Resort. The Rental Tech will be responsible for providing excellent customer service to our guests, as well as maintaining and repairing rental equipment. The Rental Tech will also be responsible for ensuring that all rental equipment is in good working order and is properly maintained.

Responsibilities:

- Greet customers and provide excellent customer service.
- Assist customers in selecting the appropriate rental equipment.
- Maintain and repair rental equipment.
- Ensure that all rental equipment is in good working order.
- Perform daily safety checks on rental equipment.
- Maintain a clean and organized work area.
- Follow all safety protocols and procedures.
- Other duties as assigned.

Qualifications:

- Previous experience in a customer service role.
- Knowledge of rental equipment and repair techniques.
- Ability to lift and move heavy objects.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to work in a fast-paced environment.



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REPAIR TECH

The Repair Technician is responsible for providing maintenance and repair services to all ski and snowboard equipment at Silver Star Mountain Resort. The Repair Technician will inspect, diagnose, and repair ski and snowboard equipment, as well as provide customer service to guests.

Responsibilities:

- Inspect, diagnose, and repair ski and snowboard equipment
- Provide customer service to guests
- Maintain a clean and organized work area
- Follow safety protocols and procedures
- Maintain accurate records of repairs and services
- Assist with other duties as assigned

Qualifications:

- Previous experience in ski and snowboard repair preferred
- Ability to lift up to 50 lbs
- Excellent customer service skills
- Ability to work independently and as part of a team
- Ability to work in a fast-paced environment
- Knowledge of safety protocols and procedures



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STAFF HOUSING SUPERVISOR

The Staff Housing Supervisor is responsible for the overall management of staff housing at Silver Star Mountain Resort. This includes overseeing the day-to-day operations of the staff housing facilities, ensuring the safety and comfort of all staff members, and providing a high level of customer service. The Staff Housing Supervisor will also be responsible for developing and implementing policies and procedures related to staff housing, as well as managing the budget and ensuring that all staff housing needs are met.

Responsibilities:

- Oversee the day-to-day operations of staff housing facilities, including maintenance, cleaning, and security.
- Develop and implement policies and procedures related to staff housing.
- Manage the budget for staff housing.
- Ensure that all staff housing needs are met.
- Provide a high level of customer service to staff members.
- Ensure the safety and comfort of all staff members.
- Monitor and respond to any complaints or issues related to staff housing.
- Liaise with other departments to ensure that staff housing needs are met.
- Maintain accurate records and reports related to staff housing.
- Perform other duties as assigned.



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SNOW GROOMER

The Staff Snow Groomer is responsible for the daily grooming of the ski runs at Silver Star Mountain Resort. This position requires a high level of attention to detail and a commitment to providing a safe and enjoyable skiing experience for all guests. The Staff Snow Groomer will be responsible for operating snow grooming equipment, performing daily maintenance and repairs, and ensuring that all grooming operations are completed in a timely and efficient manner.

Responsibilities:

- Operate snow grooming equipment such as snowcats, snowmobiles, and other related equipment
- Perform daily maintenance and repairs on snow grooming equipment
- Monitor snow conditions and adjust grooming operations accordingly
- Ensure that all grooming operations are completed in a timely and efficient manner
- Maintain a safe and enjoyable skiing experience for all guests
- Follow all safety protocols and procedures
- Other duties as assigned



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FOOD & BEVERAGE

The Staff Food & Beverage position at Silver Star Mountain Resort is responsible for providing excellent customer service to guests while preparing and serving food and beverages. The Staff Food & Beverage will be responsible for taking orders, preparing food and beverages, and ensuring that all guests are satisfied with their experience

Responsibilities:

- Greet guests and take orders in a friendly and professional manner
- Prepare and serve food and beverages according to established standards
- Ensure that all food and beverages are prepared and served in a timely manner
- Maintain a clean and organized work area
- Ensure that all food safety and sanitation standards are met
- Assist with restocking and inventory management
- Assist with other duties as assigned

Qualifications:

- Previous experience in a food and beverage setting is preferred
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Ability to work independently and as part of a team
- Knowledge of food safety and sanitation standards



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RENTALS

Silver Star Mountain Resort is looking for Rentals Associates to join our team. The Rentals Associate is responsible for providing excellent customer service to our guests, ensuring that all rental equipment is in good condition, and helping to maintain a safe and enjoyable environment for our guests.

Responsibilities:

- Greet guests and provide excellent customer service
- Assist guests with rental equipment selection and fitting
- Ensure rental equipment is in good condition and properly maintained
- Assist with the daily maintenance and cleaning of rental equipment
- Ensure rental equipment is stored in a safe and secure manner
- Assist with the opening and closing of the rental shop
- Assist with the inventory of rental equipment
- Assist with the training of new staff
- Maintain a safe and enjoyable environment for guests

Qualifications:

- Previous experience in customer service or retail is preferred
- Knowledge of skiing and snowboarding equipment is an asset
- Ability to work in a fast-paced environment
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to stand for long periods of time



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RETAIL

We are looking for Retail Associates to join our team at Silver Star Mountain Resort. The Retail Associate will be responsible for providing excellent customer service, stocking shelves, and assisting customers with their purchases. The Retail Associate will also be responsible for maintaining the store's cleanliness and organization.

Responsibilities:

- Greet customers and provide excellent customer service
- Stock shelves and restock items as needed
- Assist customers with their purchases
- Process payments and handle cash
- Maintain store cleanliness and organization
- Ensure all safety and security protocols are followed
- Assist with inventory management
- Other duties as assigned

Qualifications:

- Previous retail experience preferred
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Ability to stand for long periods of time
- Ability to lift up to 50 lbs
- Ability to work flexible hours, including evenings and weekends



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CASHIER

We are looking for experienced Cashiers to join our team at Silver Star Mountain Resort. The Cashier will be responsible for providing excellent customer service, accurately handling cash and credit transactions, and maintaining a clean and organized work environment. The ideal candidate will have excellent communication and interpersonal skills, be detail-oriented, and have a strong customer service focus.

Responsibilities:

- Greet customers and provide excellent customer service
- Accurately process cash and credit transactions
- Balance cash drawer at the end of each shift
- Maintain a clean and organized work environment
- Assist customers with inquiries and complaints
- Follow all safety and security procedures
- Other duties as assigned

Requirements:

- Previous cashier experience preferred
- Excellent customer service and communication skills
- Ability to work in a fast-paced environment
- Ability to stand for long periods of time



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BARTENDER

The Bartender is responsible for providing excellent customer service while mixing and serving alcoholic and non-alcoholic beverages to guests of Silver Star Mountain Resort. The Bartender will be expected to maintain a clean and organized work area, as well as adhere to all safety and sanitation regulations.

Responsibilities:

- Greet customers and take orders for drinks
- Prepare and serve alcoholic and non-alcoholic beverages
- Ensure that all drinks are prepared and served according to established standards
- Maintain a clean and organized work area
- Adhere to all safety and sanitation regulations
- Monitor customer behavior and intervene when necessary
- Handle customer complaints in a professional manner
- Ensure that all cash and credit transactions are accurate
- Maintain an accurate inventory of all beverage

Qualifications:

- Previous experience as a bartender is preferred
- Knowledge of alcoholic and non-alcoholic beverages
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to stand for long periods of time



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SKI SCHOOL SALES

We are looking for enthusiastic and motivated Ski School Sales Representatives to join our team at Silver Star Mountain Resort in Canada. The successful candidate will be responsible for promoting and selling ski school programs to guests, providing excellent customer service, and ensuring a positive and enjoyable experience for all.

Responsibilities:

- Promote and sell ski school programs to guests, including private lessons, group lessons, and multi-day packages.
- Provide excellent customer service to guests, including answering questions, providing information, and resolving any issues.
- Ensure a positive and enjoyable experience for all guests.
- Maintain accurate records of sales and customer information.
- Assist with other duties as required.

Requirements:

- Previous experience in sales and customer service.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to work in a fast-paced environment.



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