

Quality Control Assistant Manager

Job ID
39277

Mt Seymour

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LOCATION	DATE POSTED	EXPIRY DATE	
1700 Mt Seymour Road, North Vancouver, BC British Columbia	03-03-2026	30-08-2026	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 58,500 to 60,500 per annum	2 years to less than 3 years	Other trades certificate or diploma

Job Details

Mt. Seymour located at 1700 Mt Seymour Road, North Vancouver, BC V7G 1L3, is currently recruiting a Quality Control Assistant Manager to join our operations team. This role responsible for supervising and coordinating staff across Parks operations (summer) and Snow School program delivery (winter). The role ensures the safe, efficient, and high-quality delivery of park services and snow school programs by overseeing staff performance, operational procedures, quality assurance systems, equipment functionality, and training initiatives.

This is a full-time, year-round position. The salary offered is \$58,500-\$60,550 per annum, depending on experience, working 40 hours per week.

We offer a shared employee benefit package that includes extended health, dental, life insurance, and long-term disability coverage commencing after three months of employment. RRSP plan membership begins after 12 months of employment at a 2% match level. We also offer complimentary family season passes and shuttle bus passes, a range of industry discounts and perks, and a tool allowance.

Our ideal candidate will have a minimum of two years of supervisory experience in a high-volume recreational or outdoor setting, with strong leadership, communication, and organizational skills. They will possess solid knowledge of the winter recreation industry, including ski and snowboard operations, hold CSIA or CASI certification (or equivalent experience), and demonstrate a strong commitment to guest service and team engagement in fast-paced outdoor environments.

Duties and Responsibilities

- Coordinate, assign, and review the work of parks staff, instructors, and supervisors to ensure operational standards are met.
- Establish work schedules, procedures, and staffing plans, coordinate activities with other departments and operating areas.
- Monitor quality, production levels, and service delivery to ensure contractual and organizational standards are achieved.
- Oversee implementation and continuous improvement of the Quality Control Plan across park and program operations.
- Conduct inspections and review findings with management and stakeholders to ensure compliance and corrective action.
- Resolve work-related issues, employee concerns, and guest service matters in a timely and professional manner.

- Prepare and submit operational reports, progress updates, inspection documentation, and required stakeholder reports.
- Assist with recruitment, interviewing, hiring, onboarding, and performance evaluations of staff.
- Develop, deliver, and update training programs, employee manuals, and safety procedures.
- Ensure compliance with company policies, OH&S requirements, and applicable contractual obligations.
- Requisition supplies and materials; ensure adequate equipment and tools as needed.
- Ensure smooth operation of computer systems, reservation systems, equipment, and machinery; arrange maintenance and repairs as needed.
- Analyze operational data, attendance, and performance metrics to improve efficiency and service delivery.
- Support budgeting, seasonal planning, reporting, and contract or business plan requirements.
- Perform frontline operational duties as required to support staffing levels and maintain service quality

Requirements and Qualifications

- Minimum 2 years of supervisory experience
- Strong supervision and leadership skills with the ability to delegate duties and motivate staff
- Excellent communication and conflict resolution skills
- Strong team player with the ability to keep staff engaged, focused, and supported
- Goal-oriented with strong time management, organizational, and administrative skills
- Ability to work well under pressure
- Guest service or customer service experience
- CSIA or CASI Certification, or equivalent snow sports experience
- Good knowledge of the winter recreation industry
- Good knowledge of BC Parks
- Proficiency with Microsoft Word, Excel, and Access
- Ability to work with detailed documentation and forms
- Knowledge of maintenance record keeping systems
- Own transportation is an asset; vehicle provide for work purposes
- Able to ski or snowboard and/or be on snow for up to 8 hours per day
- Able to sustain physical activity for 8 working hours
- Able to stand and/or walk on snow or uneven terrain for up to 8 hours
- Able to successfully navigate interactions with the public of a compliance nature
- Able to work outdoors in all weather conditions
- Able to drive to remote park locations on a weekly basis during the summer (up to 8 hours driving per day)

To apply please submit a resume and cover letter to recruitment@mtseymour.ca indicating the position you are applying for or complete the online application form.