



“... to forever protect the classic Mad River Glen skiing experience by preserving low skier density, natural terrain and forests, varied trail character, and friendly community atmosphere for the benefit of shareholders, area personnel and patrons.”

Job Description

Position Title: **Cricket Club Manager**

Department: **Cricket Club**

Supervisor: **Matt Lillard, General Manager**

Date: **September 25, 2026**

Job Posting:

Mad River Glen is seeking an organized, safety-conscious, and enthusiastic leader to serve as the Cricket Club Manager. The Cricket Club provides high-quality, short-term recreational care and activities for the children of guests skiing at Mad River Glen. The Manager is responsible for overseeing the entire daily operations of the facility, managing the program's seasonal budget, supervising staff, and utilizing point-of-sale software to manage guest bookings. This role requires an active presence from Friday through Monday, and holidays, throughout the winter season.

Join the cooperative by applying today! To apply please send a cover letter/letter of interest and resume to Matt Lillard, General Manager, via email at matt@madriverglen.com or mail at PO Box 1089, Waitsfield, VT 05673. For a detailed job description click here. For more information contact General Manager, Matt Lillard at 802-496-3551 ext. 114

Job Summary

The Cricket Club provides high-quality, short-term recreational care and activities for the children of guests skiing at Mad River Glen. The Manager is responsible for overseeing the entire daily operations of the facility, managing the program's seasonal budget, supervising staff, and utilizing point-of-sale software to manage guest bookings. This role requires an active presence from Friday through Monday, and holidays, throughout the winter season.

Essential Functions

- **Operations & POS Management:** Oversee the daily operations of the Cricket Club, including guest registration, check-ins, and reservations. Utilize resort point-of-sale (POS) software to process payments, track revenue, and manage booking data accurately.
- **Budgeting & Financial Accountability:** Manage the program's seasonal operating budget. Track expenses, monitor supply inventory, and optimize labor costs according to guest volume.

- **Regulatory Compliance:** Ensure the program strictly adheres to the operational limits of Vermont's licensing exemption (e.g., maintaining proper short-term care boundaries and child-to-staff ratios).
- **Staff Leadership:** Recruit, train, schedule, and supervise seasonal attendants. Cultivate a positive, collaborative team environment focused on safety and engagement.
- **Health & Safety Protocols:** Maintain top-tier hygiene, sanitation, and safety standards within the facility. Manage background checks and registry screenings for all staff.
- **Guest & Parent Relations:** Serve as the primary point of contact for parents, handling reservations, addressing feedback, and communicating program policies clearly.
- **Mandated Reporting:** Act as the lead site official regarding Vermont mandated reporter laws, ensuring all staff are trained to recognize and report suspected child abuse or neglect.

Customer Service Expectations

- The Cricket Club Manager has frequent customer contact and is expected to maintain a high level of customer satisfaction.
- The Cricket Club Manager is a primary point of contact for the ski area, specifically the Cricket Club Daycare operations. The Manager will need to lead by example and provide outstanding customer service.
- The Cricket Club Manager is required to have regular contact with internal staff.

Required Knowledge, Skills and Qualifications

- Prior supervisory or management experience in a childcare, camp, preschool, or ski area recreation environment.
- Strong understanding of early childhood safety standards and guest service operations.
- Must successfully pass a comprehensive criminal background check and Vermont Child Abuse and Neglect Registry screening.
- Certified to become mandated reporter through state of Vermont program
- Current CPR and First Aid certification required.
- Proven capability in budget management, cost tracking, or handling departmental expenses.
- Excellent organizational, communication, and interpersonal skills.
- A love for the Mad River Glen ski experience and the Mad River Glen Cooperative community
- Familiarity with point-of-sale (POS) systems, guest booking software, and basic retail/hospitality financial transactions.
- Working understanding of computers with proficiency in MS Office Products (Excel, Outlook, Word) and Google Suite (GDrive, Docs, Sheets)
- Ability to deal with stressful situations involving customer contact and a fast-paced, highly variable, weather-based business

Work Environment, Physical and Mental Demands

- Because our program operates as a non-recurring convenience service for skiing families, it is legally exempt from standard Vermont child care licensure under Rule 2.1.2 / 33 V.S.A. § 3502.
- Fast-paced, high-energy environment during ski season requiring work on weekends and holidays.
- Work is performed indoors in a Daycare environment
- Work will require managing stressful situations involving a wide range of guests including working with children ages 3 months to 6 years.
- Ability to safely lift and carry up to 40lbs

Additional Duties

- This job description provides an overview of the position's responsibilities and is not intended to be an inclusive list of all tasks and expectations. The employee must be prepared to assume new responsibilities and transition existing responsibilities as organizational needs evolve.

Schedule

- This is a 0.5 FTE position with full-time, seasonal work. The position is categorized as a seasonal manager (SM) position. The season is December through April. The winter schedule includes weekends and holidays, is fast-paced and demanding, and can include extended hours.
- The Cricket Club is open Friday through Monday and Holidays. The Cricket Club Manager will be present for all Cricket Club operational days. Remaining work can be performed remotely.

Pay and Benefits

- This is a salaried position with year-round benefits. Benefits include health and dental insurance, and participation in the Cooperative's 401(K) plan. Health benefits include either joining the Mad River Glen health plan or a compensated Opt-Out option. Eligible for free season passes for yourself and dependents and discounts at Mad River Glen in the first year. Eligible for all employee discounts and will receive a VSAA Gold Card.
- Pay Range: Salary equivalent to \$26.00-\$30.00 per hour, DOE

Supervisory Authority

Planning and assigning work: Yes
 Training: Yes
 Evaluating job performance: Yes
 Interviewing: Yes

Hiring: Yes
 Disciplining: Yes
 Firing: Yes
 Recommending wages / salaries: Yes

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. This is not an exhaustive list of all responsibilities, duties, and skills required. All employees may be required to perform duties outside of their normal responsibilities from time to time, as need