



Staffed Right. How Snow Valley Solved their Scheduling Challenges and Improved Employee Experience with MakeShift.



“ Our employees love MakeShift - It has been a game changer for us. In our industry, individuals look for flexible work schedules and MakeShift gives them exactly that. Our employees are able to pick up and drop shifts as they need to, which ultimately improves their experience working here. ”

-Jennifer Weremczuk, Snow Valley

Background

Snow Valley Edmonton is an outdoor recreation facility that provides year-round, premier outdoor adventures in the heart of the city. In the winter, Snow Valley operates as a Ski Hill, employing over 350+ people. From May to October, an Aerial Park, a Campground, and a Banquet Facility for meetings, corporate events and functions. The not-for-profit organization is impacted by seasonality and sees large fluctuation in staffing needs. MakeShift's PeopleFirst™ scheduling solution made the scheduling process PainFree™ while saving time and enhancing the employee experience.



Company: Snow Valley
Industry: Sports and Recreation | Hospitality
Location: Edmonton, Alberta
Size: 100 - 350+
Website: snowvalley.ca



The Challenge

As a seasonal, event-driven business, Snow Valley, which uses ADP Workforce Now® for payroll, needed an agile employee scheduling solution that was accessible via desktop and mobile. Managers were spending a lot of time building schedules, which resulted in lost productivity. Shifts also went uncovered, which created a stressful environment for on-site staff who had to work twice as hard to deliver the amazing customer experience Snow Valley is known for.

Snow Valley was looking for a system that would:

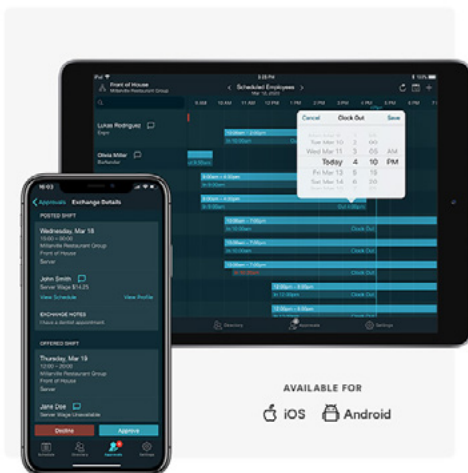
- Reduce the time it took to build employee schedules.
- Track and communicate scheduling changes in real-time.
- Alert all employees when a shift needed to be covered or if additional employees were required.
- Integrate with ADP® to eliminate duplicate entries and human error during payroll.

Why Snow Valley Chose MakeShift

MakeShift has been a game changer for Snow Valley. In an industry with a large number of part-time workers looking for flexible work schedules, MakeShift made the entire process of scheduling PainFree™ for managers and employees

Here are some of the key reasons why Snow Valley chose MakeShift:

- Integrates seamlessly with ADP, auto-populating relevant employee details. This eliminates data duplication and provides consistent, accurate information to employees.
- Provides granular visibility and control over scheduling, including the ability to set labour budgets and see wage costs per week.
- PeopleFirst™ design with drag-and-drop functionality makes it very easy to use for managers.
- Empowers employees to pick, drop, swap, and manage their own schedules
- MakeShift's one-to-one support is readily available and always there to help.



The Results

Snow Valley is now always staffed with the right number of people. Employees enjoy an enhanced employee experience as they have visibility and control over their schedules right at their fingertips. Moreover, the MakeShift integration ensures that employee information is always up-to-date with their profile in ADP, and that schedules are automatically synced into ADP, saving time and eliminating human error.

Some of the core improvements the Snow Valley team now enjoy:

MANAGERS

- Build schedules fast and PainFree™ with the ability to drag & drop and copy & paste schedules week over week for groups with set schedules.
- Cover shifts with ease by sending out an alert to available employees with the click of a button.
- Catch and fix timecard errors when processing payroll. Thanks to the integration between ADP and MakeShift, schedules auto-populate from MakeShift into ADP, highlighting any exceptions on employee timecards. Managers quickly validate shifts and fix errors creating a smoother payroll process.

EMPLOYEES

- Access their schedules on the go.
- Pick, drop, and swap shifts right from their mobile device.
- Highlight availability and request time off right in the MakeShift app.
- View who they are working with each day.



118 hours saved annually.



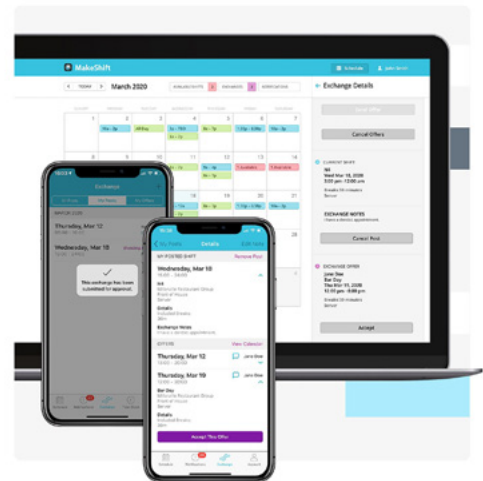
Over-staffing labour costs eliminated.



New team members up and running within minutes.



Improved employee experience.



Learn more about MakeShift, an ADP Marketplace Platinum partner, by visiting [ADP MARKETPLACE](https://adpmarketplace.com).

Source: Snow Valley

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