

Now Live: New Hiring & Onboarding Experience

Big news – this week, the company launched our new hiring and onboarding experience platform! Based on feedback from the Continuous Listening surveys, improvements were made to create streamlined processes and a more intuitive experience for candidates, employees and hiring teams. Some key changes include:

- **AI-enabled candidate experience:** candidates can choose to chat, search, ask questions about work at Vail Resorts, or chat-to-apply with our new AI chat bot, Olivia.
- **Chat and text communications:** managers can text candidates directly, schedule interviews, and view chat histories with Olivia. Streamlined process and reduced holds: employees can complete some tasks concurrently – like moving forward with onboarding while waiting for a background check to process – and we’ve reduced holds on ski pass pickup.
- **More efficient background checks:** to improve safety and enable job sharing, we are completing background checks for all new hires (100% of job codes), and every three years for most returners.
- **Virtual, outsourced I-9s:** employees have more time and flexibility to complete I-9s virtually through Equifax freeing up time for I9 dept. leaders.

What does this mean for you...for **new employees**, official offer letters will start cascading soon. Once accepted, the next onboarding steps will be scheduled.

For **SIS employees**, keep an eye out for a link to complete your background check.

We are excited to learn and experience this new system with you all, and we ask for your patience as we navigate the changes and work to ensure a smooth transition.

Fun Fact: Olivia, the new AI chat bot was named after the founders girlfriend (now wife).



Remembering Carson Lyon



It is with our deepest condolences that we share this message from Tami Lyon, our Director:

“We lost Carson in an accident July 27, 2024. We want to thank all of you for loving and supporting him as you did. If you have stories or photos you can share, it would be really nice to have those. Thank you in advance for the love and kindness shown to our family while we learn to navigate our new life.”

**Memorial to be held
Sept. 8.**

Kids welcome,
no pets please

