

SKI/SNOWBOARD INSTRUCTOR JOB DESCRIPTION MISERY MOUNTAIN SKI AREA



POSITION SUMMARY

Ski and Snowboard Instructors have the enviable job of spending their days on the slopes. These patient individuals teach everyone from wee tots to active seniors how to improve their skiing and snowboarding skills. They are also ambassadors on the mountain to ensure guests have a successful day and will return. The work is dependent on customer demand.

SPECIFIC ACCOUNTABILITIES

- ~ Teach the basic rules and strategies of the sport and organize events in which guests may demonstrate and build confidence in their abilities as per CSIA/CASI/CADS standards
- ~ Demonstrate correct techniques, procedures, use of equipment and exercises to enhance student's abilities
- ~ Assess participant's levels of ability, evaluate student progress and assign grades/levels
- ~ Ensure the safety of participants at all times
- ~ When appropriate, advise guests regarding equipment and proper clothing
- ~ Participate in sport demonstrations or competitions as required
- ~ Develop working relationships with Misery Mountain guests, professional peers and staff
- ~ Demonstrate, fit or measure equipment for guests. Size the guests' foot and find the appropriate fitting ski or snowboard boot, and helmet
- ~ Generally help provide a safe, uncluttered, litter-free environment
- ~ Be knowledgeable on the products and services that Misery Mountain offers to maintain our Guest Service standards
- ~ Handle all inquiries & complaints in a professional & competent manner applying a win-win attitude. Keep the General Manager informed of guest related problems
- ~ Be aware of promotional & special events, school bookings, corporate & group functions in order to help direct guests
- ~ Act in a responsible manner while representing Misery Mountain, abide by, and adhere to the policies of the club
- ~ We are a team at Misery Mountain and as a member of that team, you may be asked to assist other departments or you may draw upon help from other staff members to help you achieve your goals. Through this type of environment, we ensure our organization is coherent and operated efficiently
- ~ Safely climb ladders
- ~ Safe use of lifts as a passenger and safely take patrons of all reasonable ability up the lifts
- ~ Perform other responsibilities when required and in between lessons (eg: shovelling, snow fencing, park maintenance, etc.)

SKILLS, INTERESTS AND VALUES

- ~ Have an outgoing, friendly personality and show a commitment to exceeding guest expectations at all times
- ~ Well-developed interpersonal skills to interact with customers of various ages with animation and patience
- ~ The ability to motivate students through positive reinforcement and encouragement
- ~ Able to remain composed when faced with unexpected problems and stressful situations
- ~ Remain courteous, patient and tactful when dealing with difficult guests
- ~ Enjoy working with and meeting a variety of people

WORKING CONDITIONS

- ~ This position is seasonal and includes working on weeknights, weekends and holidays
- ~ The number of hours worked is dependent on the guest purchasing lesson programs and the instructors ability and availability
- ~ May lift, push or carry students weighing over 50 pounds on a frequent basis
- ~ Exposed to changes of temperature from work both indoors and outdoors
- ~ A clean, up to date Vulnerable Sector Check and Intervention Record Check are required for anyone 18 years of age or older

PERSONAL REQUIREMENTS

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- ~ Minimum level 1 Canadian Ski Instructors' Alliance (CSIA) / Canadian Association of Snowboard Instructors (CASI) or equivalent is required. A background in physical education or experience in teaching is an asset. Instructors are required to have and maintain professional certification by payment of dues and attendance at recall. Beyond that, there are no standard education requirements for instructors, as they are trained on the job.
- ~ Must at all times be fit for duty and not under the influence of any forms of drugs or alcohol be it prescription or recreational
- ~ All staff over 16 will be part of the evacuation team and must be fit for duty to climb towers and ladders, properly rig evacuation belay devices, ensuring all components are in correct operational status, and be responsible for the lives of our patrons

COMPENSATION FOR CERTIFICATION

- ~ Misery Mountain will compensate instructors for the cost to certify and recertify as described in our "Compensation for Certification Policy" available to anyone by request

PERSONAL REQUIREMENTS

Reports To: Assistant Manager & General Manager
Supervisors: None

Date _____

Employee Name

Employee Signature