

## Job Description

<b>POSITION</b>	Ski School Director and Instructor
<b>LOCATION</b>	Broken River Ski Area, Craigieburn Forest Park
<b>REPORTING TO</b>	Ski Area Manager

### CONTEXT

Broken River Ski Area is operated by the Broken River Ski Club. It offers an alternative to skiers, tele-markers and snowboarders who are looking to experience back to basics fun in the snow. Situated in the Craigieburn Forest Park, one and a half hours drive from Christchurch, it operates five rope tows; one day lodge; four accommodation lodges; a 7km access road and tramway.

The terrain at Broken River consists of a large open basin with easy access to the backcountry. Only the beginner and some intermediate areas are groomed, the remainder being off-piste. The club operates an extensive snow safety programme and is a participant in the NZ Avalanche Information Exchange and Advisory program. Six or Seven other staff are employed in management, snow safety, ticketing and accommodation, lodging, ski patrol, grooming and general maintenance.

The season runs from mid-June to late September. Given the small size of the operation, staff are required to contribute skills and work across several work areas. Staff accommodation is available on the mountain.

Given the small size of the operation we only employ one full time instructor. We require a senior instructor, experienced in instructing the full range of skill levels and disciplines and able to put together programmes and clinics. Instructing work load varies tremendously from full days in the weekend and school holidays to as little as a single lesson on a quiet mid-week day. When not instructing, this role assists with other tasks associated with operating the ski area. The instructor must be competent of skiing and teaching off-piste in variable snow conditions.

For more information see [www.brokenriver.co.nz](http://www.brokenriver.co.nz)

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### PURPOSE OF THE POSITION

To advocate and deliver ski instruction and ski instruction programmes; to assist with other aspects of field operations. This position may be supported by the Ski Area Manager or another suitably qualified staff member, workload permitting, during days off.

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## WORKING RELATIONSHIPS

- (a) Ski Area Manager - primary reporting, support and tasking
- (b) Staff - assist where required, delegate, coach and support
- (c) Guests and Club members - friendly customer service
- (d) Committee and Club technical (support) champions - liaison, advice, direction and support
- (e) Neighbouring ski area staff and other agencies involved in the operation of ski area - liaison and support.

## TASKS

Function	Actions demonstrate work at the required level which	Performance Indicators
<b>Deliver ski instruction programme</b>	<p>Structure and schedule lessons, take bookings and collect monies</p> <p>Instruction programme promoted on field, in the guest lodges and to Club members. Advice and assistance provided by marketing team</p> <p>Deliver private and group lessons developed and agreed with the Ski Area Manager</p> <p>Deliver agreed development programmes and ski clinics</p>	<p>Customers feel welcome</p> <p>Lessons run to schedule or rescheduled due to weather or field closure</p> <p>Guests to Broken River are aware and participate in ski programmes</p> <p>Lessons meet customer expectations</p>
<b>Plan and manage the work</b>	<p>Monitor and report progress on deliverables, financial and non-financial performance indicators, risks and issues</p> <p>Ensure that records and information systems are maintained and up to date. Contribute to system and process improvement</p>	<p>The agreed outputs are delivered to the agreed standard</p> <p>Ski Area Manager is well informed and able to support</p> <p>Full and accurate records are provided. System and processes enhanced</p>
<b>Build and develop relationships</b>	<p>Build and maintain effective and productive relationships, both within the team and externally</p>	<p>Feedback from team mates, club members and visitors shows positive and productive relationships exist</p>
<b>Assisting other ski area operation</b>	<p>Operate tramway and tows</p> <p>Clear snow as required (directly responsible for ensuring snow clearance around ticket office and Lyndon stairs)</p> <p>Share in the safe operation of the Ski Area and its facilities with the team including field operations, canteen duty and cleaning</p> <p>Assist in emergencies</p> <p>Assist with maintenance of club assets</p>	<p>Facilities operating well and customers satisfied</p>

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Ski School Director will be required to accept and carry out other duties as assigned by the Ski Area Manager to contribute to the operation of the Ski Area.

## **HEALTH AND SAFETY**

Under the Health and Safety at Work Act 2015 we and you must take all practical steps to ensure your own safety while at work and that no action, or inaction, by you causes harm to any other person while at work. As Ski School Director you have specific responsibilities for training and supervising others, as directed by the Ski Area Manager.

This means:

- Ensuring every worker has, or is supervised by a person with, the knowledge and experience to ensure that they and others are not harmed while they work.
  - Ensuring that workers are adequately trained in the safe use of plant, machinery and substances, and protective clothing and equipment is used.
  - Ensuring that workers are made aware of all hazards they may be exposed to, or create, while at work.
  - Informing workers what to do if an emergency arises while at work.
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## **EXTENT OF AUTHORITY**

Standard operating procedures, policies complied with and delegations assigned to the position exercised.

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## **PERSONAL SPECIFICATIONS**

### **Essential Qualifications**

Relevant training in some or all of the following:

- Snowsport instructor qualification(s) NZSIA / CSIA Level 3 or equivalent
- Snowboard and telemark instructor qualification is desirable.

### **Experience**

- At least three years practical experience and a detailed knowledge of ski / snowboard instruction on and off piste and ski area operation is required
- Practical experience and a knowledge of hospitality, business administration and/or visitor facility operation is desirable.

### **Key Abilities and Skills**

#### **Customer Service**

- Values meeting the needs of customers
- Maintains good relationship with customers
- Fosters an environment where customer satisfaction is valued and delivered
- Guest, Club members, staff and industry associates feel welcome and safe
- Feedback from customers positive.

#### **Planning and problem solving**

- Is able to plan, and organise work and meet timeframes
- Is able to think of the consequences of actions over the short term and longer term
- Able to stand outside a process or operation and see where improvements need to be made and puts in place a logical approach to achieving improvements
- Is able to consider the implications of their actions on the work of others.

### **Emotional intelligence (Interpersonal skills and awareness)**

- Demonstrates an ability to understand self and others
- Is able to actively listen, engage and learn
- Is able to communicate clearly and succinctly and present information with logic and coherence
- Is able to adapt to and work with people's differences to build strong relationships
- Maintain a constructive and open approach when dealing with parties
- Negotiates appropriately depending on target audience
- Seeks solutions rather than focusing on problems
- Works well with others.

### **Other Skills**

- Can troubleshoot simple computer issues and follow instructions to sort out issues with phone support
- Basic computer skills
- Some knowledge and experience of retail systems/cash handling
- Is able to communicate clearly and succinctly and present information with logic and coherence
- Has a current driver licence.

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### **SPECIAL CONDITIONS**

1. Must be physically fit and able to work and show agility in an alpine environment
2. Requires own transport and be experienced in driving in snow and ice and fitting snow chains
3. Live in shared accommodation on the mountain with meals provided.