

SCHEDULE A

Job Description

POSITION:	Ski Area Manager
EMPLOYER:	Broken River Ski Club
LOCATION:	Broken River Ski Area, Craigieburn Forest Park, Canterbury

CONTEXT

The Broken River Ski Area caters for enthusiastic skiers, tele-markers and snowboarders wanting back to basics, friendly and uncrowded fun in the snow. Scenically located in the Craigieburn Forest Park, one and a half hours drive from Christchurch, it operates five rope tows; a day lodge; four accommodation lodges; a 7km access road and a funicular railway (the 'tram'). The Ski Area is open from early July to early October, weather and snow conditions permitting.

The rope tows service a large open basin but also provide easy access to the backcountry. Snow grooming is limited to beginner and intermediate areas, allowing off-piste conditions to be enjoyed on advanced terrain. The club operates an extensive snow safety programme and is a participant in the NZ Avalanche Information Exchange and Advisory program.

The Broken River Ski Area is maintained and operated by the Broken River Ski Club under lease and concession agreements with the Department of Conservation (DOC). A club subcommittee, the Winter Operations Team (WOT), manages winter operations on behalf of the club, including recruitment, training and oversight of ski area staff and volunteers.

The Ski Area Manager leads a small and committed 'on-mountain' team of highly qualified paid staff and unpaid volunteers during the winter season, responsible for daily operations including snow safety and grooming, rope tow and tram operation, access road maintenance, ski patrol, ski school, licensed canteens, catered and uncatered accommodation, bookings and sales.

A typical working day for paid staff is 9 hours of paid time plus unpaid meal & recreation breaks, with 5 days worked in the average week. Staff are required to be flexible and perform alternative duties to enable others to take time off. Shared accommodation is provided on the mountain for which a nominal Board is charged. Pay rates are competitive and other benefits of working at BR include a rewarding lifestyle, unforgettable alpine experiences and lasting friendships.

The Ski Area Manager role is a complex and challenging managerial position. Without assistant managers to oversee every function, they must have familiarity and be comfortable making decisions regarding all functions, from the access road to the ski field itself. The role can also be highly rewarding. The limited resources often require creative solutions to unusual problems.

Ski Club members provide necessary support to the Ski Area Manager and their team. To be successful, the manager must engage, influence and engender support from members, who are passionate with a high sense of ownership, while at the same time managing their expectations.

For more information visit www.brokenriver.co.nz

PURPOSE OF THE POSITION

To take overall 'on mountain' responsibility for the daily operation of Broken River Ski Area and the safety of its staff, guests and Club members during the winter season; providing strong leadership, operational and commercial management and a friendly customer service focus.

Reporting to the Ski Club's Winter Operations Team (WOT), this fixed-term role's duties and responsibilities include:

- Plan and delegate work to deliver all functions relating to the operation of the Ski Area.
- Lead and manage the performance of ski area staff and volunteers, providing a strong vision and clear direction, training, coaching and feedback
- Encourage and enable club members to participate in ski area operation
- Ensure staff, volunteers and customers know and comply with all applicable regulatory, industry and ski club requirements, policies, processes and procedures
- Assist with marketing the Ski Area, protect its brand and reputation, help manage events and maintain a focus on ensuring all customers and employees enjoy the BR experience.
- Meet ski area commercial objectives and contribute to ongoing operational improvement.

AREAS OF ACCOUNTABILITY & PERFORMANCE INDICATORS

- The Ski Area operates effectively with levels of service delivered to agreed standards
- An effective snow safety programme is in place and operative and the safety and wellbeing of staff, volunteers, members and guests is prioritised in all decision making
- Club members feel included and provide valuable assistance to ski area operation
- Effective and productive relationships exist within the team and with ski club members and external stakeholders.
- Staff and volunteers (including members) understand what is required and form a strong team working collaboratively to deliver work to a high degree of customer satisfaction
- Club assets, administration and financial processes are maintained and operated to industry best practice and in accordance with documented Club policies and procedures.
- Critical issues are identified early and satisfactorily resolved at the earliest opportunity
- Operating revenue exceeds costs and systems and processes continue to improve
- Required records and information systems are maintained and kept up to date, including:
 - a weekly report on Ski Area operation provided to the WOT to their requirements.
 - a diary maintained of incidents and operational events which can be used to provide an end-of-season report to the Broken River Ski Club.

The Health and Safety at Work Act 2015 requires both employers and workers (paid or voluntary) to take all practicable steps to ensure worker safety at work and that no action, or inaction, by workers cause harm to any other person while at work. The Ski Area Manager also has specific responsibilities for training and supervising others, including:

- Ensuring every worker is, 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 provided
- Ensuring workers are 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.

WORKING RELATIONSHIPS

- a) WOT - primary reporting, training, support and employment issues
Note: A member of the WOT will be designated as primary contact for reporting purposes
- b) Staff & Volunteers - direct reports to inspire, task, coach and support
- c) Snow Safety Officer and Guest Services Supervisor - act on your behalf on your days off
- d) Club Committee and other Subcommittees - liaison, advice, technical training and support
- e) Regulatory and other agencies involved in the operation of ski area - liaison and support.
- f) Guests and Club members - friendly customer direction and service
- g) Neighbouring Ski Areas - liaison and mutual support.

EXTENT OF AUTHORITY

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

PERSONAL SPECIFICATIONS

Required Qualifications

- Tertiary level training in ski area operation and hospitality is desirable
- NZ L4 Ski Patrol and/or L5 avalanche management qualification is desirable
- Current New Zealand (or other applicable) drivers licence

Required Experience

- Detailed knowledge and a sound understanding of ski area operation and 5+ seasons practical experience, including experience at Broken River or another NZ club ski area
- Has Ski Patrol and Ski Area Snow Safety Programme experience.
- Has experience in successfully leading a team in a customer service environment

Personal Abilities and Skills

Leadership

- Behaves with openness, professionalism and integrity
- Communicates clearly and succinctly and presents information with logic, coherence and empathy regardless of audience or circumstances
- Uses sound judgment to make effective and timely decisions
- Demonstrates effective training and coaching skills
- Remains calm, approachable and diplomatic at all times, particularly under pressure
- Proactively seeks the best outcomes for all stakeholders

Emotional Intelligence (Interpersonal Skills and Awareness)

- Demonstrates an ability to understand self and others
- Proactively listens to, engages with and learns from others
- Adapts to and works with people's differences to build strong relationships
- Values working collaboratively in a team environment.
- Negotiates appropriately depending on target audience
- Considers the potential impact of their actions on the work and wellbeing of others.

Customer Service

- Values meeting the needs of customers
- Maintains good relationship with customers
- Fosters a team environment where customer satisfaction is valued and delivered.

Management

- Has an excellent work ethic and is able to multi-task efficiently.
- Understands and has experience with risk & personnel management
- Can think outside of a process or operation to see where improvements need to be made and put in place a logical approach to achieving improvements
- Experienced user of Microsoft Word and Excel, Google Docs, web booking systems and third party software and can troubleshoot simple computer issues

Planning and Problem Solving

- Maintains a constructive approach focussing on solutions rather than problems
- Is able to plan and delegate work, to meet exacting time-frames
- Can identify priorities and ensure time is allocated to these
- Can facilitate and lead groups of people to solve shared problems and innovate
- Is able to think of the consequences of actions over the short term and longer term

SPECIAL CONDITIONS

1. Must be physically fit, a competent skier/snowboarder highly proficient in all off-piste conditions and able to work and show agility in an alpine environment
2. Requires own transport and experience in driving in snow and ice and fitting snow chains
3. Is comfortable with living in shared accommodation on the mountain with meals provided.

To ensure the employee is able to complete the required tasks as per their job description, the employer agrees to provide the employee the following personal clothing and equipment:

- a) Broken River uniform - all-weather jacket, trousers, and leather work gloves (one set, suited to the rope tow).
- b) Access to a two-way radio with chest harness/cradle.
- c) Rope tow harness and nutcracker.
- d) Bed, linen, duvet, and towels.

The employee is expected to provide some equipment for their personal use. The employer expects the employee to provide the following for the employee's personal use:

- a) Skis and poles or snowboard (or split-board).
- b) Ski or snowboard boots.
- c) Ski clothing, including spare gloves, glove liners, and a helmet.
- d) Transceiver
- e) Backpack with shovel, probe, and skins/snowshoes

Note: *The above statements are intended to describe the general nature and level of work being performed, not an exhaustive list of all responsibilities, duties, skills and other requirements. From time to time the Ski Area Manager may be required to accept and carry out other duties, as assigned by the WOT, to contribute to the operation of the ski area.*