

SCHEDULE A

Job Description

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| POSITION: | Ski Instructor |
| 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; one 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.

Due to limited demand, Broken River employs one full time Ski Instructor to provide instruction to the full range of skill levels, ideally for both skiers and boarders. They must be trained in teaching off-piste techniques in variable snow conditions and able to put together programmes and clinics. This is a challenging role for an experienced instructor but one that can also be very rewarding.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

To plan, advocate and deliver skiing and boarding instruction to Broken River Ski Club members and other ski area customers and to assist with other aspects of ski area operations. Reporting to the Ski Area Manager, this fixed-term role's duties and responsibilities include:

- Plan and schedule instruction programme and lessons, take bookings and collect payments
- Promote and deliver quality skiing and/or boarding instruction to ski area customers
- Provide specialist assistance to skiing and boarding events and mountain safety and other alpine skills courses happening within the ski area
- Inform and support other instructors that may be employed for alpine skills courses or to provide cover on the Ski Instructor's days off.
- Assist with other field operations including emergency response, providing assistance to customers in difficulty and operating ski tows, day lodge, canteens and tram

AREAS OF ACCOUNTABILITY & PERFORMANCE INDICATORS

- A comprehensive ski area snow sports instruction programme is developed and agreed with the Ski Area Manager, in consultation with the Ski Club marketing subcommittee, and in accordance with regulatory, industry and club policies, processes and procedures
- The instruction programme is promoted and advertised to ensure that club members and guests are fully aware of the instruction available and how to access it
- The instruction programme is implemented as planned, meeting or exceeding industry standards and customer expectations, with customers enjoying their participation
- Lessons structure and schedule is clearly advertised and payment is received in advance
- Lessons run to schedule, or are rescheduled at the earliest opportunity in the event of inclement weather or field closure
- Regular communications are maintained with the Ski Club Marketing Subcommittee to ensure seamless coordination regarding club sponsored events and alpine courses
- Effective and productive relationships exist with other staff and volunteers, who are well informed and able to support instruction programme implementation
- The health, safety and wellbeing of staff, volunteers, club members and guests is prioritised and at the forefront of decision making at all times
- Any incidents and/or injuries are managed proficiently and professionally
- Opportunities to improve the programme and its implementation are sought and taken
- Records are kept and the Ski Area Manager is fully informed of instruction programme implementation, customer metrics and feedback, risks and other issues.
- Any alternative duties assigned by the Ski Area Manager are satisfactorily completed

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 Instructor may be given 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) Ski Area Manager - primary reporting, training, support and tasking
- b) Other staff & volunteers - assist and support
- c) WOT – support, advice and employment issues
- d) Marketing Subcommittee – consultation, liaison, coordination, advice and support
- e) Club Committee and other Subcommittees - liaison, advice, technical training and support
- f) Guests and club members - friendly customer service
- g) Neighbouring ski area staff and industry agencies - liaison and support.

EXTENT OF AUTHORITY

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

PERSONAL SPECIFICATIONS

Required Qualifications

- Minimum ski instructor qualification(s) NZSIA / CSIA Level 2 or equivalent
- Level 2 or equivalent Snowboard and/or telemark instructor qualification is desirable.
- Current New Zealand (or other applicable) drivers licence

Required Experience

- 3+ seasons ski/snowboard instructing
- detailed knowledge of off-piste ski/snowboard techniques
- experience developing and managing a snow sports instruction programme is desirable
- experience or expertise in other aspects of ski area operation is desirable

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
- Values working collaboratively in a team environment.

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
- 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
- Enjoys an environment where customer satisfaction is valued and delivered.

- Makes customers feel welcome and safe

Management

- Has an excellent work ethic and is able to multi-task efficiently.
- Has an understanding and experience of risk management processes
- Has some knowledge and experience of booking and retail systems
- Experienced user of Microsoft Word and Excel and Google Docs and can troubleshoot simple computer issues

Planning and Problem Solving

- Maintains a constructive and open approach when dealing with problems
- Is able to plan work to meet exacting time-frames
- Can identify priorities and ensure time is allocated to these
- Is able to think of the consequences of actions over the short term and longer term
- Contributes innovative ideas and seeks solutions rather than focusing on problems
- Able to troubleshoot simple mechanical, plumbing and electrical issues.

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 Instructor 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.*