

SCHEDULE A

Job Description

POSITION:	Ski Patroller and Field Operations Assistant
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.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

To assist in the safe operation of Broken River Ski Area and its facilities; to mitigate hazards; and to provide medical care for injured and ill guests, club members and staff. To also act on behalf of the Snow Safety Officer & Field Operations Supervisor on their days off or otherwise, as required.

Reporting to the Snow Safety Officer & Field Operations Supervisor, this fixed-term role's duties and responsibilities include:

- Plan and perform work required to deliver functions relating to ski area snow safety, ski patrol, and general field operations, helping to ensure that:
 - the snow safety programme is fully implemented

- Ski Patrol and incident response processes are best practice and effective
- Ski tows are maintained and safely operated, as directed by club technicians
- Assist with the operation of the on-field day-lodge and canteen & help to enable events
- Manage volunteer and trainee ski patrollers, providing clear direction, training, coaching and feedback

AREAS OF ACCOUNTABILITY & PERFORMANCE INDICATORS

- Daily field operations are safely delivered to the agreed levels of service and in accordance with all regulatory, industry and club policies, processes and procedures
- The health, safety and wellbeing of staff, volunteers, club members and guests is prioritised and at the forefront of decision making at all times
- Paid staff and volunteers work collaboratively to deliver work to a high degree of customer satisfaction, setting a good example of how to work and play in the ski area
- Club members feel included and provide valuable assistance to field operations
- The ski area is continuously monitored and regularly patrolled during operation to ensure prompt and effective action is taken at all times to:
 - Protect people from avalanche and other natural hazards in the patrolled area
 - Respond to incidents and/or injuries and assist anyone having difficulties
 - Address any unsafe behaviours and/or non-compliance with safety measures
 - Respond to any ski tow stoppage, addressing the cause before restarting
 - Maintain the tow lines and loading/unloading areas, replenishing snow, adjusting pulleys to correct rope height and installing signage/barriers when required
 - Inform inexperienced customers about the ski area and how to use the rope tows
- Regulatory authorities, the Ski Club and Ski Area Customers are all satisfied that the risks associated with field operations are being acceptably managed and/or mitigated
- Critical issues are identified early and quickly, constructively and satisfactorily resolved
- All incidents, injuries and evacuations are managed proficiently and professionally
- Information systems, documentation and records are kept up to date and opportunities for system and process improvements are taken
- 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 Patroller and Field Operations Assistant may be given specific responsibilities for training and supervising others, including:

- Ensuring those present within the ski area are informed and able to ensure that they and others are not harmed.
- Ensuring staff and volunteers are adequately trained in the safe use of machinery, safety equipment and materials and use protective clothing and equipment appropriately.
- Ensuring that other staff, volunteers and guests are made aware of all hazards they may be exposed to, or create, while within the ski area and what to do if an emergency arises.
- Informing workers what to do if an emergency arises while at work.

WORKING RELATIONSHIPS

- (a) Snow Safety Officer & Field Operations Supervisor - primary reporting, support and tasking
- (b) Ski Area Manager - secondary reporting, support and tasking
- (c) Volunteer ski patrollers and trainees – manage, delegate, coach and support
- (d) Other staff & volunteers - assist and support
- (e) WOT – support, advice and employment issues
- (f) Club Committee and other Subcommittees - liaison, advice, technical training and support
- (g) Guests and Club members - friendly customer service
- (h) 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

- NZ L4 Ski Patrol and NZ L5 avalanche management qualification (or overseas equivalents)
- PHEC (Pre Hospital Emergency Care) minimum (or overseas equivalent)
- Snow Blasting Certificates - Controlled Substances License and Approved Handlers Certificate (or overseas equivalent) – desirable
- Current New Zealand (or other applicable) drivers licence

Required Experience

- Keen awareness of ski area safety best practice and 2+ seasons working in a ski patrol or snow safety role within a ski area
- Advanced proficiency in diagnosis, treatment and transportation of ski area injuries/trauma
- Previous participation within a snow safety programme and experience with rope rescue and the use of explosives for avalanche mitigation is desirable
- Hands on experience in building, plumbing, electrical or automotive work 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.

Management

- Has an excellent work ethic and is able to multi-task efficiently.
- Has an understanding and experience of risk management processes
- 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 Patroller and Field Operations Assistant 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.