

## Job Description

<b>POSITION:</b>	Ski Patrol and Field Operations
<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.

A small number of other staff are employed in management, snow safety, guest services and accommodation, ski school, groomer driver/plant operator and chef/lodge host.

The season optimally runs from mid-June to early October. 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. Board is charged accordingly in relation to room size and or sharing of the room.

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

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### 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. This position shall stand-in for the Snow Safety Officer during his/her absence or days off.

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### WORKING RELATIONSHIPS

- (a) Ski Area Manager - primary reporting, support and tasking
- (b) Snow Safety Officer - support and tasking
- (c) Staff - assist where required, delegate, coach and support
- (d) Guests and Club members - friendly customer service

- (e) Committee and Club technical (support) champions - liaison, advice, direction and support
- (f) Volunteer ski patrollers and trainees – manage, delegate, coach and support
- (g) Neighbouring ski area staff and other agencies involved in the operation of the ski area - liaison and support.

## **KEY SKILLS**

- Good working knowledge of coastal snowpack and snow safety practices
- Knowledge and experience in rescue scenarios - including avalanche and rope rescue
- Experience in the use of explosives (snow blasting)
- Proficiency in the diagnosis, treatment and transportation of injuries/trauma
- Keen awareness of ski area safety best practice
- Demonstrate an astute awareness of risk management
- Good communicator, excellent at building and maintaining relationships
- Approachable, even when under pressure
- Exceptional problem solver
- Strong decision maker, particularly under pressure
- Ability to delegate tasks (to both staff and club members)
- Diplomacy
- Excellent work ethic
- Physically and mentally fit.

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## **TASKS and RESPONSIBILITIES**

### **Ski Patrol, Field Operations and Snow Safety**

- Plan and implement work to deliver functions relating to field operations, ski patrol and snow safety at Broken River
- Staff, club members' and guests' health, safety and wellbeing is prioritised and at the forefront of decision making
- Manage snow safety operations during the Snow Safety Officer's scheduled time off
- Treat or advise the best course of action for the wellbeing of a patient
- Effect the safe and efficient evacuation of person/s requiring assistance
- Record weather observations, avalanche and injury occurrences
- Ensure ski tows and safety systems are operated and maintained
- In bounds hazards to rider safety are identified and mitigated
- Encourage the participation of volunteers and club members where applicable
- Share in duties to manage Palmer Lodge canteen including collection of monies, ticket and retail
- Share in duties to maintain a clean and tidy Palmer Lodge, tow sheds and surrounds
- Ensure all industry and Broken River Ski Area safety management plans are adhered to
- Contribute to system and process improvement
- Assist in general duties as directed by the Ski Area Manager or his delegate.

### ***Performance Indicators***

1. Guests, Club members and staff are safe and enjoy their mountain experience
2. Avalanche hazards and other hazards within the ski area are effectively managed
3. Incidents and patients are managed proficiently and professionally
4. Contributed effectively to snow safety programme.
5. All relevant club processes and procedures followed
6. Assets, systems and processes enhanced
7. Revenue is collected and recorded correctly
8. Full and accurate records are maintained
9. Palmer Lodge is tidy, clean and canteen services are provided at appropriate times.

### **Staff and Procedures**

- Provide, articulate and exhibit strong riding and snow safety practices
- Practice use of Snow Safety Procedures Manual
- Maintain records and information systems up to date
- Identify critical issues and work with others to address them.

### ***Performance Indicators***

1. Guests, other staff and volunteers understand what is expected of them their role, what is required of them and deliver work as required
2. A strong team working collaboratively to deliver a high degree of customer satisfaction
3. Issues identified and satisfactorily resolved early
4. Staff and volunteers enjoy the Broken River experience both at work and outside of work.

### **Build and Develop Relationships**

- Build and maintain effective and productive relationships, both within the team and externally.

### ***Performance Indicators***

1. Feedback from staff, club members, guests and industry associates shows positive and productive relationships exist.

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. From time to time the Snow Safety Officer will be required to accept and carry out other duties as assigned by the Ski Area Manager or his delegate to contribute to the operation of the ski area.

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## **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 Patrol and Field Operations Assistant you have specific responsibilities for training and supervising others, as directed by the Ski Area Manager.

This means:

- Ensuring those present within the ski area are informed and have the necessary experience to ensure that they and others are not harmed.
  - Ensuring yourself, other staff and volunteers are adequately trained in the safe use of plant, machinery / substances, and protective clothing and equipment is used 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.
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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**

### **Qualifications**

- Ski patrol qualification an advantage
- Avalanche Safety qualification required
- PHEC (Pre Hospital Emergency Care) minimum required
- Snow Blasting Certificates - Controlled Substances License and Approved Handlers Certificate an advantage
- Trade qualification in building, electrical or automotive desirable.

### **Experience**

- Advanced to expert skier / boarder with high level of proficiency on in all off-piste conditions / backcountry experience essential
- 2-3 seasons working in the field on a ski area preferred
- Ski patrol / patient care and evacuation
- Participation within a snow safety programme desirable
- Experience with the use of explosives for avalanche mitigation an advantage
- Hands on experience in building, plumbing, electrical or automotive preferred.

### **Key Abilities and Skills**

#### **Working within a team**

- Behaves with openness, professionalism and integrity
- Works collaboratively with others to achieve team goals
- Contributes innovative ideas
- Considers the implications of actions on the work of others.

## **Customer Service**

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

## **Planning and Problem Solving**

- Is able to think of the consequences of actions over the short term and longer term
- Able to think outside of a process or operation to see where improvements need to be made. Puts in place a logical approach to achieving improvements
- Is able to identify priorities and manage time to achieve what is required
- Uses sound judgment to make effective and timely decisions.

## **Emotional Intelligence (Interpersonal Skills and Awareness)**

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

## **Other Skills**

- Able to troubleshoot simple mechanical; plumbing; electrical and / or computer issues. Seek support and follow instructions resolve
- Competent in the use of MS suite and web applications
- Knowledge and experience of retail systems/cash handling
- Has a current driver licence applicable to New Zealand.

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## **SPECIAL CONDITIONS**

1. Must be physically fit, a competent skier/snowboarder 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.