

Job Description

POSITION:	Snow Safety Officer and Field Operations Supervisor
LOCATION:	Broken River Ski Area, Craigieburn Forest Park
REPORTING TO:	Ski Area Manager, Personnel Officer

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 to seven other staff are employed in management, ski school, snow safety, ticketing and accommodation, lodging, ski patrol, grooming and general maintenance.

The season runs from late June to mid 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.

Today Broken River benefits from the input of many Snow Safety Officers gone by, evident in comprehensive terrain analysis, avalanche maps, a field manual, avalanche safety plan and historical avalanche observations. The Snow Safety Officer, whilst taking on the overall responsibility of guests within the ski area, relies on the support of experienced club members with intimate knowledge of the ski area and its snowpack, as well as neighbouring ski area snow safety personnel.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

To ensure the safety of Broken River Ski Area's guests, Club members and staff through the mitigation of avalanche hazards and other natural and man-made hazards throughout the ski area, and to supervise all aspects of field operations. This position regularly stands-in for the Ski Area Manager during their absence.

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.
-

KEY SKILLS

- Excellent technical 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 operation and safety best practice
 - Provide strong leadership
 - Demonstrate an astute awareness of risk management
 - Phenomenal communicator, excellent at building and maintaining relationships
 - Approachable, even when under pressure
 - Ability to engage and provide satisfying service to guests
 - 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
-

AREAS OF ACCOUNTABILITY

Staff and Procedures

- Provide, articulate and exhibit strong snow safety practices
- Manage performance of field staff, including providing clear direction, training, coaching and providing feedback
- Review use of Snow Safety Procedures Manual
- Records and information systems are maintained and up to date
- Identify critical issues and work with others to address them

Performance Indicators

1. Field staff understand 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.

Snow Safety

- Plan and delegate work to deliver all functions relating to snow safety:
 - Daily weather & avalanche observations
 - Avalanche mitigation: ski cutting/explosives
 - Snowpack analysis/snow profiles/data collection
 - Data input and analysis via InfoEx Avalanche programme
 - Terrain assessment & decision-making (closures)
 - Strong communication with Ski Area Manager & neighbouring ski areas
- Ensure all industry and Broken River Ski Area safety management plans are understood and adhered to
- Contribute to system and process improvement
- Provide a monthly summary of weather observations, avalanche and injury occurrences to the Ski Area Manager

Performance Indicators

1. Snow safety programme in place and operative
2. Avalanche hazards and other hazards
3. Incidents are managed proficiently and professionally
4. Neighbouring ski areas have confidence in Broken River's accurate and consistent reporting via InfoEx
5. Guests, club members and staff are safe and enjoy their mountain experience

Ski Patrol & Field Operations

- Assist, plan and implement work to deliver all functions relating to ski patrol and field operations at Broken River
- Staff, club members' and guests' health, safety and wellbeing is prioritised and at the forefront of decision making
- Hazards within the ski area are identified and effectively mitigated
- Effect the safe and efficient evacuation of person/s requiring assistance
- Treat or advise the best course of action for the wellbeing of a patient
- Facilities on the hill are operating effectively and feedback from guests and members is positive
- All relevant club processes and procedures followed
- Systems and processes enhanced
- Revenue collected on the mountain is collated and banked
- The Winter Operations Team and supporting teams are well informed and able to support
- Full and accurate records are provided
- Ensure all industry and Broken River Ski Area safety management plans are adhered to
- Contribute to system and process improvement
- Record weather observations, avalanche and injury occurrences

- Ensure ski tows and safety systems are operated and maintained
- Encourage the participation of volunteers and club members where applicable
- Share in duties to manage Palmer Lodge canteen with collection of monies, ticket and retail
- Share in duties to maintain a clean and tidy Palmer Lodge and deck area
- Assist in general duties as directed by the Ski Area Manager or his/her delegate

Performance Indicators

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

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.

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 Snow Safety Officer 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.
-

EXTENT OF AUTHORITY

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

PERSONAL SPECIFICATIONS

Essential Qualifications

- Level 2 Avalanche qualification required
- PHEC (Pre Hospital Emergency Care) minimum required
- Snow Blasting Certificates - Controlled Substances License and Approved Handlers Certificate required.

Experience

- Broad knowledge and a minimum of 3 years' experience in operating a ski hill is essential
- Extensive participation within a comprehensive snow safety programme is essential
- Experience in leading a team(s) to achieve results in a snow safety environment is desirable
- Experience in responding to injuries both minor and severe is essential
- Experience with the use of explosives for avalanche mitigation is essential
- A high level of proficiency on skis in all off-piste conditions is essential.

Key Abilities and Skills

Leadership Ability

- Behaves with openness, professionalism and integrity
- Is able to facilitate and lead groups of people to solve common problems and consider innovative solutions

- Has the ability to use sound judgment to make effective and timely decisions
- Demonstrates effective training and coaching skills
- Is able to identify priorities and ensure time is allocated to these
- Values working co-operatively in a team environment.

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 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 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

- 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 NZ (or applicable) driver licence.

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.