

Angel Fire Resort

Job Description

Job Title: Ski and Snowboard Instructor – Level 3 Certified

Department: Ski School

Reports To: Children’s Ski School Manager and / or Ski School Director

FLSA Status: Non-exempt

Prepared By: Robin May, Ski School Director

Prepared Date: 5/2024

Approved By: Maya Lengerich, Human Resources

Approved Date: 5/2024

Summary Teaches adult and children’s ski and/or snowboard lessons in private and group settings by performing the following duties.

Certification / Level Definitions: Level 3 Certified Instructors hold a Level 3 Certification from an accredited Ski and Snowboard Instructor association and must also hold a Children’s Specialist 2 certification and may also hold a Freestyle Specialist 1 certification, Freestyle Specialist 2 certification, and/or Freestyle Specialist 3 certification. In addition, they may hold regional trainer or examiner status.

Primary Essential Duties and Responsibilities include the following. Other duties will be assigned.

- Teaches adult group lessons, kid group lessons, and private lessons to primarily first time students.
- Teaches adult group lessons, kid group lessons, and private lessons from first time students to students in the beginner/novice zone.
- Teaches adult group lessons, kid group lessons, and private lessons from first time students to students in the intermediate zone.
- Teaches adult group lessons, kid group lessons, and private lessons from first time students to students in the advanced/expert.
- These instructors may be tasked to work with the local development ski and snowboard team.
- These instructors may be tasked to work with the local member workshop clinics.
- These instructors may teach and/or guide high profile guests by the request of the Ski and Snowboard School Director.
- These instructors may lead training clinics for first and second year uncertified instructors.
- These instructors may lead training clinics for Level 1 certification candidates and other Level 1 instructors.
- These instructors may lead training clinics for Level 2 certification candidates and other Level 2 instructors.
- These instructors may also assist Level 3 certification candidates and other Level 3 instructors.
- These instructors may be assigned to work one on one with group lesson students who are struggling or require more specialized assistance.
- These instructors may be assigned to assist classes taught by uncertified instructors.

- These instructors may be assigned to audit classes taught by uncertified instructors or Level 1 certified instructors.
- These instructors may be assigned to audit classes taught by Level 2 certified instructors and Level 3 candidates.
- These instructors may be assigned to teach classes that need to meet a specific learning outcome.
- These instructors may be assigned to teach "fix it" lessons in the beginner/novice zone.
- These instructors may be assigned to teach "fix it" lessons in the intermediate zone.
- These instructors may be assigned to teach "fix it" lessons in the advanced/expert zone.
- These instructors may be asked to call their own beginner/novice zone on snow splits.
- These instructors may be asked to call their own intermediate zone on snow splits.
- These instructors may be asked to call their own advanced/expert zone on snow splits.
- When assigned to kid group lessons: assist with boot and helmet fitting of students, gather essential gear, and answer questions
- When assigned to kid group lessons: may audit uncertified instructors' bootfitting process to verify safety standards are met.
- When assigned to kid group lessons: may lead bootfitting, helmetfitting, and ski/board fitting clinics.
- When assigned to kid group lessons: assist check in process by handing out information packets for verification, answer questions asked by parents.
- When assigned to kid group lessons: at check in they assist with level verification and verbal split by speaking with parents and kids.
- When assigned to kid group lessons: audits check in process inside, assisting instructors and kids where needed, troubleshooting any potential problems, and communicating with supervisors any issues.
- When assigned to adult group lessons: verify equipment fit and ability level of gathered students, collect goal statements, and answer questions.
- When assigned to adult group lessons: assist check in process by organizing groups and carrying out assignment orders.
- When assigned to adult group lessons: assist clipboard supervisor with student level assessment, gather of special requests of guests, and splitting of classes.
- When assigned to adult group lessons: assists clipboard supervisor with private and group lesson assignment to optimize guest/instructor interaction.
- These instructors work closely with the Training Supervisor to facilitate training and clinics throughout the season, focusing on staff working towards certification goals of all levels, as well as assist in auditing clinics and providing feedback.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Design - Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Level 3 Instructor Certification from an accredited Ski and Snowboard Instructor association.
- Children's Specialist 2 Certification
- At least three seasons of ski instructor experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Other Skills and Abilities

- Ability to maintain personal and guest safety as a top priority
- Must make a continued effort to seek training and improve personal skiing/riding skills, teaching skills and coaching knowledge
- Must consistently provide a guest experience that exceeds the guest's expectations.
- Must be comfortable wearing ski boots or snowboard boots for extended periods.
- Must understand and adhere to the Responsibility Code and Skier Safety Act.
- Positive, flexible, and enthusiastic attitude.
- Ability to ski or snowboard at an intermediate level at ride all ski lifts.
- Ability to create safe conscience, fun, and student-centered lessons and the ability to use the PSIA and AASI Teaching Model.
- Knowledge of the Skier Safety Responsibility Code.
- Ability to work long hours in variable winter weather conditions.
- Must be able to work flexible hours as required by the nature of the business, including weekends and holidays.

Other Qualifications

- Ability to ski/snowboard at an advanced level
- Enthusiasm, positivity, and a passion for working with people and helping guests learn to love snow sports
- Strong communication skills
- Ability to work well with others – guests, instructors, supervisors, other employees
- Ability to work in a physically demanding environment where inclement weather is common
- Ability to ride chairlifts and moving carpets and to assist students with the loading of chairlifts and moving carpets
- Must provide own ski/snowboard gear.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel,

crouch, or crawl and talk or hear. The employee must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

JOB DESCRIPTION ACKNOWLEDGMENT

I hereby acknowledge that I have received, read, understand, and will comply with the duties and expectations of my position at Angel Fire Resort as outlined in this job description and the Employee Handbook.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by management.

Signature
(Please ask for a copy of your job description)

Date

Print Name