

Job Posting Details

Job Description

Position: Ski / Snowboard Instructor (Full Time)
Department: Snow School
Status: Seasonal Winter FT
Posting Date: Jun-10-2021

QUALIFICATIONS REQUIRED

Location:

Mt. Washington Alpine Resort, located on beautiful Vancouver Island, West Coast of Canada.

Reports to:

Snow School Manager/ Snow School Assistant Managers/Snow School Supervisors and Lead hand:

Position Details:

We are currently seeking seasonal full time Ski & Snowboard Instructors for the 2021-2022 winter season to teach within our Snow School, Mountain kids, and school groups programs. Instructors will also assist with Adult and seasonal programs as required. *This position starts early December 2021 and ends early April 2022 (conditions and business volumes permitting).* You can expect up to work 6 days a week during busier periods. You will engage our clients with integrity and passion at all times by providing exceptional Customer Service.

Job Duties:

To teach ski and snowboard lessons to guests of all ages and abilities. You will teach ski and snowboard lessons in Mountain Kids, Adult Snow School and Group Lesson programs.

- Maintain coaches logs and reports for seasonal programs
- Set up of outdoor terrain signage and interactive learning area
- To act as an Ambassador for Mt. Washington and the Industry as a whole.
- To assist in other department operations such as Rentals, Sales and Events when required
- Attend daily meetings and check-in
- Attend all lesson line-ups

- Assist the daycare staff with sign-ins and daily operations including supervised snack time
- Cleaning of the pro room
- Shoveling of stairs and entryways, updating the shovel logs
- To participate in regular coaching sessions to:
 - Help increase our level of professionalism
 - To help you, the Instructor, achieve your next level of certification
 - For overall skill improvement
 - To have fun on our skis and boards

Qualifications:

- **Minimum Level 1 CSIA/CASI certification or foreign equivalent**
- **Ability to work independently and as part of a team**
- Excellent verbal and written communication skills required (English)
- Excellent customer service skills required

·Required to provide a valid criminal record check

·Foreign staff must hold their own valid work permit

·Previous experience working with children is an asset

Front line staff wishing to pursue employment with Mount Washington Alpine Resort should exhibit following traits and competencies:

- **Customer Focus:** implies a desire to identify and serve guests. It means focusing one's efforts on identifying and meeting the needs of the guest.
- **Service Excellence, 'Yes I Can' attitude:** Treating guests and staff with kindness and enthusiasm; exceeding expectations by anticipating guest's needs; and resolving guest's problems, never saying "no" without alternatives. IN addition to the above, staff will follow the guidelines in Mount Washington's *Above and Beyond* customer service program.
- **Relationship Building:** is working to build or maintain relationships, networks or contacts.
- **Communicating Effectively:** is the ability to ensure your message is clearly understood, regardless of the audience.
- **Personal Effectiveness:** is identifying the best use of your time and other resources at your disposal
- **Initiative:** involves identifying a problem, obstacle or opportunity and taking appropriate action through various pathways to address the problems or opportunities.
- **Innovation:** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Team Player:** is the ability to work co-operatively within diverse teams to achieve group or organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Wages (Full Time):

Level 1: \$16.00-\$17.00

Level 2: \$18.00-\$19.50

Level 3: \$21.00-\$22.25

Level 4: Depending on experience – discussed during interview process

Benefits:

- Staff Seasons Pass (Full Mountain, Nights and Nordic)
- Retail Discounts in Outdoor Elements
- Pro Deals with Helly Hansen

- Free Ski, Snowboard & Nordic rentals (based on availability)
- Free lessons / instructor coaching sessions (based on availability)
- Discounted lift tickets at selected resorts in BC and Alberta
- Free use of the Mountain Shuttle bus to get you to work
- Food and Beverage outlet discounts
- Discounted childcare at Bears Den Daycare (bases of availability and licensing regulations)
- Staff events throughout the season

Responsibilities:

The instructor is expected to adhere to the policies of Mount Washington Alpine Resort and the Snow School are expected to do your best at all times, if you have questions, concerns or criticisms, please speak with the School Supervisors. The Manager's office is ALWAYS open. Please feel free to stop by if you have a problem, as your opinions, concerns and suggestions for improvement are welcome.

How to Apply:

Please apply in writing with your Resume and Cover letter to Jennifer Young, Snow School Manager. Email: jyoung@mountwashington.ca