

Risk - Patrol Manager

REPORTS To: Director of Operations, General Manager

PURPOSE OF THE JOB

Oversee all aspects of the Ski Patrol Department and respond to emergencies when a skier becomes sick or gets injured on the slopes. They assess the skier's injuries, provide immediate first aid and prepare the patient for transport down the mountain. Ski Patrollers also patrol the hills and monitor skiers/boarders to help minimize the risk of a potential incident or injury.

DUTIES & RESPONSIBILITIES

- Management of risks on and off hill
- Oversee the hiring process of paid employees and volunteers
- Training employees on Policies and Procedures
- Scheduling and record keeping of employee hours
- Monitor building and equipment
- Order and maintain adequate inventory of supplies, equipment and signage required during season
- Manual Lift Evacuation Co-ordinator, if required
- Liaison between Canadian Ski Patrol and Management
- Lead Incident Investigator
- Oversee proper documentation is completed properly and in full
- Complete documentation on incidents
- Oversee Patrollers are providing adequate coverage of hill
- Public relations
- Provide first aid
- Provide transportation to injured guests
- Perform sweeps of resort
- General patrolling of the hill
- Educate the guests on Skier Responsibility Code
- Lift evacuation, if required
- Dispatch
- Use extreme caution when operating snowmobiles
- Health and Safety responsibility and duty is to identify hazards and train employees on these hazards, as well as taking every reasonable precaution to prevent them
- Wear appropriate clothing for the day and pack a lunch.
- Read and understand company policies and procedures
- Other duties as assigned

Risk - Patrol Manager

SKILLS & EDUCATIONAL REQUIREMENTS

- Advanced Level First Aid & CPR
- CSPS Certification – preferred
- Ski/Snowboard at Level 6
- Lift Evacuation experience
- Trained in ski industry type environment and customer expectations
- Public relations
- Create a motivated workplace and create situations to increase work productivity
- Delegate to workers where required, and be responsible for their actions
- Experience as a Manager
- Good communication skills
- Read & write English and able to differentiate between colours

Special Requirements: Provide your own equipment, valid driver's licence

PHYSICAL & TIME REQUIREMENTS

- Night Shift Hours 1530 – 0000
- Be on call and available, if required, on days off
- Follow lunch, washroom and break procedures as directed

- Work outdoors, in extreme weather conditions
- Physically fit to lift up to 70+ lbs with assistance
- Ability to push/pull
- Ability to work in a fast pace high stress environment
- Work outdoors in adverse weather and on adverse terrain,
- Work as a team, supervise and lead a small crew
- Stability to walk on uneven surfaces and icy conditions
- Ability to ascend/descend a ladder and comfortable working from heights
- Communicate, converse with and exchange accurate information with customers in a polite and professional manner

Employee Signature

Date

Andre Huter

Andre Huter, Director of Operations