

Job Description

POSITION:	Ski Area Manager
LOCATION:	Broken River Ski Area, Craigieburn Forest Park
REPORTING TO:	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.

A small number of other staff are employed in snow safety, guest services and accommodation, ski patrol, 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.

Broken River Ski Area's small size and staff makes this a unique and challenging managerial position. Whilst larger operations enjoy designated managers to oversee each function, Broken River's manager must have familiarity across all functions, from the access road to the ski field itself, and be comfortable making decisions regarding the operation of each. Resources are limited and as such, often creative solutions are required to solve unique problems.

The Ski Area Manager role is complex, challenging and highly rewarding. Club members enjoy a high sense of ownership and provide necessary support to staff operating the ski area. So as well as managing staff, to be successful, the manager must engage, influence and engender support from members, while at the same time managing expectations.

For more information see www.brokenriver.co.nz

PURPOSE OF THE POSITION

To take overall responsibility for the operation of Broken River Ski Area and the safety of its staff, guests and Club members; providing strong leadership, operational and financial management and customer service focus. This position is supported by the Snow Safety Officer and Guest Services Supervisor during days off.

WORKING RELATIONSHIPS

- (a) Club Personnel Officer - primary reporting, support and tasking
- (b) Winter Operations Team (WOT) - secondary reporting, support and tasking
- (c) Staff - direct reports to inspire, task, coach and support
- (d) Guests and Club members - friendly customer service
- (e) Committee and Club technical (support) champions - liaison, advice, direction and support
- (f) Neighbouring ski area staff and other agencies involved in the operation of ski area - liaison and support.

KEY SKILLS

- Proven leadership and management
- Experience in managing a team in Snowsport industry
- Keen awareness of ski area operation and safety best practice
- Business and financial management
- Phenomenal communicator and building and maintaining relationships
- Deliver exceptional customer service
- Approachable, even when under pressure
- Exceptional problem solver
- Strong decision maker, particularly under pressure
- Ability to delegate tasks (to both staff and club members)
- Ability to multi-task efficiently
- Diplomacy
- Excellent work ethic.

AREAS OF ACCOUNTABILITY

Staff and Volunteer Management

- Provide, articulate and exhibit strong vision
- Manage performance including providing clear direction, training, coaching and providing feedback
- Review use of club policy and procedures and ensure that these are adhered to by all staff involved
- Identify critical issues and work with others to address them.

Performance Indicators

1. Staff and volunteers (including members) understand their role, what is required of them and deliver work tasks
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 BR experience both at work and outside of work.

Ski Area Management

- Plan and delegate work to deliver all functions relating to the operation of the Ski Area
- Staff, member and guest health, safety and wellbeing is prioritised and at the forefront of decision making
- Ensure all industry and Broken River Ski Area safety management plans are understood and adhered to
- Club assets, administration and financial processes are maintained and operated to industry best practice and documented Club policy and procedures
- Market and promote Broken River Ski Area, protect brand and reputation
- Ensure that records and information systems are maintained and up to date
- Contribute to system and process improvement
- Provide a weekly overview of the Ski Area to the Personnel Officer including financial and non-financial performance indicators, risks and issues
- Encourage the participation of Club members where applicable
- Maintain a diary of incidents and operational events which can be used to provide an end-of-season report to the Broken River Ski Club.

Performance Indicators

1. Levels of service are delivered to the agreed standards
2. The Ski Area is run effectively and safely at all times protecting the interests and well-being of the club
3. Snow safety programme in place and operative
4. Facilities maintained, safe and operative
5. All relevant club processes and procedures followed
6. Systems and processes enhanced
7. Revenue collected on the mountain is collated and banked
8. The Winter Ops Team and other teams are well informed and able to support
9. Full and accurate records are provided
10. Guests and 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, visitors and 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. However, from time to time the Ski Area Manager will be required to accept and carry out other duties as assigned by the Personnel Officer 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 Ski Area Manager you have specific responsibilities for training and supervising others.

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 provided
 - 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.
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EXTENT OF AUTHORITY

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

PERSONAL SPECIFICATIONS

Qualifications

- Relevant tertiary level training in ski area operation, snow safety and hospitality is desirable
- Level 1 or 2 avalanche qualification desirable
- Ski / snowboard instructor and / or ski patrol qualification desirable.

Experience

- Experience in leading a team(s) to achieve results in a customer service environment is required
- Three plus years practical experience and a detailed knowledge of ski area operation is required
- Ski Patrol and ski area snow safety programme experience desirable.

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 cooperatively 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 plan and delegate work, meeting time-frames
- 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.

Skilled Use of Knowledge

- Has a sound understanding and experience in ski area management and snow safety programmes, hospitality, retail and office administration
- Has knowledge and experience in Microsoft Word and Excel, web booking systems and third party software, or can demonstrate by way of example skills to be able to quickly learn to fill any gaps in knowledge
- Can troubleshoot simple computer issues and follow instructions to sort out issues with phone support
- Is able to communicate clearly and succinctly and present information with logic and coherence
- Has a current New Zealand (or applicable) drivers licence
- Can identify and effectively communicate potential improvements to systems and processes to others
- Develops service delivery improvement.

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.