

PATS PEAK SKI AREA

Assistant Ski Patrol Director

Job Description

Position: Assistant Ski Patrol Director

Updated: January 2022

Supervisor: Ski Patrol Director

Responsible for:

- Ski Patrol
- Risk Management

Department: Ski Patrol

Season: Winter Seasonal (November 1 – April 15). Possibility of off-season work assisting with Outdoor Emergency Care Course

Time: Full Time /Seasonal

Overview: The Assistant Ski Patrol Director reports to the Patrol Director. Individual will be responsible for integrating and setting standards in core operations on the hill. Assistant Director is responsible for ensuring overall quality of the guest and employee experience within all aspects of patrol and risk management. Assistant Ski Patrol Director oversees the ski patrollers, who provide emergency services to guests including medical care, search and rescue, lift evacuation, and identification and marking of hazardous ski conditions. Handles staffing arrangements for patrollers during the ski season. Candidate will cast eye on operation and look for risk management and safety issues. Goal is to transform Pats Peak from being reactive to proactive. OEC and NSP training required.

Customer Service Expectations: Assistant patrol Director and patrollers have frequent customer contact while providing services to the customer and representing the resort in uniform. Must be helpful, friendly, courteous and professional in accordance with Pats Peak's commitment to providing superior customer service.

Job Description:

- Lift opening safety checks.
- Provide for safety and care of ski and riding guests during the skiing season.
- Ski/snowmobile all trails looking for hazards for opening.
- Maintain first aid and toboggan equipment located on hill.
- Maintain safety equipment such as ropes, fences, deflectors, and signs. To include putting up/taking down and daily checks.
- Maintain waste cans located on hill.
- Follow night lighting procedures.
- Ski all trails maintain visibility and provide customer service presence on hill.
- Maintain rope rescue equipment and skill to provide for lift evacuation and low angle rescue.
- Maintain OEC (Outdoor Emergency Care) certification by attending yearly refresher.
- Maintain CPR skills through yearly certification.
- Maintain first aid room by staffing, checking equipment, ordering supplies and providing care as needed.
- Some cleaning and maintenance may be needed for both Patrol Top and First Aid buildings.
- Advanced skiing/riding ability required to reach and rescue injured skiers on all terrain.
- Training and/or experience in emergency patient care, mass casualty situations, lift evacuation, ski and toboggan handling.
- Solid supervisory, training, and record keeping skills.

PATS PEAK SKI AREA

Assistant Ski Patrol Director

Job Description

- Supervises volunteer patrollers, and paid patrollers, including making appropriate hiring, firing and disciplinary decisions.
- Teach new patrol candidates OEC, toboggan skills, mountain and patrol policies and guidelines.
- Models and promotes snow sport safety.
- Manages accident investigations.
- Supports all mountain staff as needed.
- Follows appropriate radio use guidelines.
- And other duties as assigned by Patrol Director.

What we expect of you:

All staff should maintain a professional and clean appearance while working on hill and in first aid. Maintain a positive attitude about the National Ski Patrol, Pats Peak Ski Patrol and Pats Peak Ski Area. Be able to make fast decisions in stressful environments.

What to expect from us:

Generally work schedules vary, six days a week. Schedules are influenced by weather conditions, and guest attendance, but generally ski patrollers work 55-60 hours per week. Pay commensurate with experience.

JOB REQUIREMENTS:

Education/Style:

- High School degree and 5 years relevant technical ski patrol experience. Preference given to PSPA/Certified/Senior Patrollers.
- Superior interpersonal skills. Ability to effectively present information in one-on-one and small group situations understanding of business principles and efficient organizational skills.
- Experience using: Microsoft Office - Excel, Word, and Outlook a plus. Timekeeping system
- Must be willing to embrace technology.

Physical:

- An excellent skier with technical knowledge of skiing/snowboarding and ski patrol practices.
- Able to work long and irregular hours including weekends and holidays. 7 days of week for holiday periods.
- Ability to work nights, extreme cold and icy terrain.
- Stand for an extended period of time.
- Frequently required to reach with hands and arms; stoop, kneel, crouch, or crawl.
- Regularly lift or move up to 50 pounds and occasionally lift or move more than 50 pounds.
- Specific vision abilities requires depth perception and ability to spend a significant amount of time working on paperwork and computer screens.
- Exert force by pushing and pulling items.

Travel required and interaction with the following:

- National Ski Patrol
- Ski NH
- National Ski Areas Association