

POSITION: INSTRUCTOR & TRAINER**REPORTS TO: SNOW SCHOOL MANAGER, SNOW SCHOOL TECHNICAL TRAINER, SNOW SCHOOL SUPERVISORS****Primary objectives:**

To coordinate with the Snow School Technical trainer on all training sessions. It is your responsibility to deliver training sessions, shadow instructor lessons, document all training and shadowing as per the Technical Trainer. You will teach lessons within our Snow School to all age groups and programs. You could expect up to work 6 days a week during busier periods. You will always engage our clients with integrity and passion by providing exceptional Guest Service.

Scope:

To teach skiing/ snowboarding lessons to guests of all ages and abilities. To provide training session to our staff members as per the Technical Trainers training Calander.

- Maintain coaches logs and reports for seasonal programs & training sessions
- 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 when needed during lessons
- To participate in coaching sessions to:
 1. Help increase our level of professionalism
 2. To help you, the Instructor, achieve your next level of certification
 3. For overall skill improvement
 4. To have fun on our skis and boards
- To provide opportunities for staff training in different situations. You will be scheduled to teach lessons on days when you are not conducting training, shadowing or working on CSIA/PSIC/CASI courses.
- Teach Instructor training programs (Snowminds, We Are Sno, EA & Apprentice programs) inline with your certification level and Course Conductor status.
- Lead first run training sessions on days you are schedule for Instructor Training or Apprentice Program or when scheduled to by the technical trainer
- Lead afternoon training sessions as per Training Calander assignments
- Create an individual training plan with staff, as required, that motivates and helps meet the goals of the individual(s) and supervisor team
- Teach interactive sessions, skier/rider improvement sessions and shadow lessons based on the needs of the Snow School staff and Supervisor team
- Documenting Sessions as per training record
- Making sure area protocol is adhered to with respect to uniforms and conduct

Qualifications:

- Minimum Level 3 CSIA/CASI certification with Course Conductor Status
- 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

Responsibilities:

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

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

- **Customer Focus:** implies a desire to identify and serve guests. It means focusing one's efforts on discovering 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 offering 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 proper 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