



## Job Description – Ski and/or Snowboard Instructor

**Job Title:** Snowsports Instructor

**Department:** Bittersweet Ski and Snowboard School

**Reports To:** Bittersweet Ski and Snowboard School Director

**FLSA:** Non-Exempt/Per Lesson

**Status:** Seasonal Part Time Position 2023-2024

**Note:** *This job description shall not be construed as a contract for employment. It is designed to indicate the general nature and level of work for an instructor's position at Bittersweet Snowsports School. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to this job. Duties and responsibilities may change at any time, with or without notice.*

### SUMMARY

Ski and snowboard instructors are professionals who are committed to providing exceptional customer service to Bittersweet Resort's guests. Snowsports instructors will be part of a team dedicated to our guest's safety, fun, and learning. This is a part-time seasonal job that begins when the resort opens (varies, but typically late November to early December) and lasts until the resort closes (typically mid-March). New hires will need to successfully complete a mandatory two-day training, job shadowing, an evaluation of teaching knowledge and skills, and a brief probationary period before becoming a full instructor with pay and benefit privileges.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Recognize that service is our product and helping guests have great experiences is our primary job.
- Instruct group and private lessons of varying ability levels, ages, genders, and learning ability, as assigned. Teach how to load and unload lifts. Some learners may require physical assistance.
- Perform student evaluations, set-up and tear down learning areas before and after lessons, assist other instructors, move equipment as needed.
- Teach proper technique appropriate to the ability level of those being instructed, according to Bittersweet Snowsports School and PSIA/AASI standards and protocol.
- Listen to guest's needs and concerns, and incorporate them into their experience.
- Maintain safety and promote skier/snowboarder responsibility as top priority while skiing, riding, and teaching. Teach and follow the Skier's Responsibility Code. Provide guests with the knowledge and skills to remain safe when they ski/ride on their own after lessons are over.
- Assist guests as they prepare for their lesson, which may include helping to purchase and affix lift tickets, providing advice on how to dress for the lesson, helping navigate the rental department, ensuring guests are properly fitted to their equipment, doing a brief inspection of equipment, making sure children's needs are met, etc.
- Have basic knowledge of the lesson programs and products offered by Bittersweet Snowsports School, and encourage guests to further their learning with additional Snow School lessons and products.
- Make a continued effort to improve personal skiing/riding skills, teaching skills, and knowledge; attend trainings and clinics when offered.
- Be punctual, have good attendance, and be ready for lessons ("booted up") **prior** to your scheduled time.
- Read, understand, and comply with Bittersweet Resort's Employee Handbook, Training Manual(s), and Ski/Snowboard School procedures, including grooming, dress, and behavior standards.
- Be responsible for all information from Bittersweet Snowsports School's electronic communications, bulletin boards, weekly notes, required meetings, etc.
- Supply personal ski and/or snowboard equipment and clothing, and maintain it in a safe, functional, and attractive condition.
- Communicate effectively with your students, parents, staff, supervisors, and the public.
- Cooperate with all resort employees and co-workers.
- Keep the instructor locker room and lounge area clean.
- Be an ambassador for the sport and the resort, both on and off the job.

## **UNIFORMS AND SEASON PASS**

- Bittersweet Snowsports School uniform jacket must be worn during all lessons (first-year instructors may be exempt). Bittersweet Snowsports School uniform may not be worn outside the premises of Bittersweet Resort.
- Uniform coats must be maintained and returned in excellent condition. If the jacket is lost or damaged, the instructor will be obligated to pay all costs associated with replacing the coat.
- Your season pass is contingent upon maintaining the status of being an employee in good standing. If a Bittersweet Snowsports School instructor doesn't maintain excellent teaching standards or hours of work, season pass privileges will be forfeited.

## **RESPONSIBILITIES TO SAFETY**

- Protect the safety of self, co-workers, and Bittersweet Resort guests at all times. Operate equipment in a safe manner that will not lead to injury of yourself or others.
- Promptly report any potentially harmful situations or equipment, and/or safety-related accidents or incidents to the immediate supervisor and/or appropriate departments, following documented procedures.
- Follow all company and departmental safety policies.
- Instructors must wear a snowsports helmet while teaching, during training sessions, and while skiing/riding in uniform.

## **QUALIFICATIONS**

- Must demonstrate excellent communication and "people" skills. Must be a team player.
- Must ski and/or snowboard at an intermediate level or above (safe, confident, and comfortable on blue slopes).
- Must be 16 years of age or older.
- PSIA/AASI certification or equivalent experience preferred, but not required.
- Must be able to accurately demonstrate all lesson skills and drills.
- Basic proficiency with email, certain apps, and internet websites.
- Must be adaptable and willing to learn, grow, and improve.
- Must maintain a cheerful, positive attitude at all times. Must exhibit patience, a love of the sport, and a love of teaching. Previous experience working with children preferred.
- Ability to work peak times and in bad weather.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Must be able to regularly work in snowy, windy, wet, sunny, cold, and/or hot conditions, which may change throughout the course of a lesson or workday. Work is performed both outside and inside, and may include work on a variety of surfaces which can be slippery and/or uneven.
- Must provide and use protective clothing and equipment to work outside during a variety of conditions. May be required to spend long periods of time outdoors without breaks.
- Must have the ability to reach, crouch, kneel, stand, bend, handle, grasp, perform repetitive motions, and be on your feet (including on ski or snowboard equipment) for extended periods of time.
- Must be able to frequently lift, push, or pull up to 50 pounds individually or with assistance.

The physical demands and work environment described above are representative of those encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **CRITERIA FOR EVALUATION**

The Ski and/or Snowboard instructor is evaluated on performance of duties, teaching ability, communication skills, level of guest service, attitude, attendance and punctuality, attire and grooming, initiative, guest comments, student return rate, skiing/riding ability and improvement, relations with co-workers and guests, technical knowledge, willingness to improve, (participation in Bittersweet Snowsports School clinics and discussions, free skiing/riding, PSIA/AASI certifications, etc.), professionalism, and mature judgement.