

Job Description - Ski Field Manager



1 Purpose Of Role

- To ensure that customers (clubbies and the public) have an enjoyable experience.
- To ensure forward planning occurs so that the ski field operation runs effectively and efficiently as possible.
- To ensure that all ski field operations are carried out according to TMCA's (Tukino Mountain Club Association) policies and procedures known as the SMS.
- To ensure that good team dynamics exist between all those involved in the running of the ski field and that communication flows work both externally and internally.

Like all roles at Tukino considerable flexibility is expected and as we are a small volunteer based ski field, an all hands on deck approach is often needed to solve problems that arise. This position regularly stands in for the Snow Safety Officer in their absence.

2 Reports to

The TMCA executive via a nominated manager

3 Key Outcomes

The Ski Field Manager will be successful when:

- Customer satisfaction surveys return greater than 80% overall satisfaction rating.
- Policies and processes are adhered to.
- All work and tasks are completed safely, on time and to a high standard.
- A sense of teamwork exists between all those involved in the running of the ski field during the winter season.
- Operates within agreed budgets and proactively consults then these need to change

4 Specific Duties Include

- Ensuring the public face of the ski field is courteous, friendly and accommodating for all.
- Making the best use of volunteer skills and abilities to achieve TMCA season goals and support staff including the Ski Field subject matter expert.
- Each day, in conjunction with the appointed Snow Safety Officer and Mechanical Services Officer make the decisions on which ski field facilities will operate.

- Ensuring we deliver an excellent experience to the school group programme.
- Actively providing information about the ski field facilities operating each day (including the weather, snow and road conditions) to the public and media.
- Ensuring the ticket sales and other services are managed efficiently and cost effectively
- Ensuring staff and yourself follow TMCA policies and procedures.
- Provide basic HR functions to the staff including supervising staff to accurately record hours worked
- Being the “Incident Manager” for all accidents, issues, emergencies or other incidents at the ski field.
- Be the primary point of media contact for all publicity matters relating to the ski field including managing social media presence (facebook, instagram etc).
- Management of the general public and club members using the ski field and access road.
- Management and daily issuing of the Tukino VHF Radios and Avalanche Transceivers and other equipment to staff.

5 Functional Relationships

This position will have a functional relationship with the following organisations:

- TMCA Treasurer
- TMCA Volunteer Ski Patrol coordinator
- TMCA Snow Safety Programme coordinator
- The Member Ski Clubs at Tukino and the TMCA Executive via the nominated manager
- Department of Conservation in consultation with TMCA Exec
- Whakapapa and Turoa ski field operations staff
- MetService
- Other groups or persons using the ski field facilities or the access road.
- Local radio stations and ski industry organisations.
- Other TMCA Executive roles as required

6 Direct Reports

- Snow Safety Officer role
- Mechanical Services Officer role
- Lead Ski Patroller for the day

7 Supervisory Responsibilities

- Supervise the work of all TMCA appointed staff including volunteers working on the ski field through direct reports as required.
- Supervise the operation of the Tukino Emergency Procedures when invoked.
- Supervise the work of any contractors working on the ski field ensuring their safety plans are adequate and they follow any applicable TMCA SMS processes.

8 Delegated Authority

The Ski Field Manager may make the following decisions without reference to their nominated manager:

- Whether or not to open the facilities on the Tukino ski field for the day and when to close it for the day or any part of a day in consultation with Snow Safety Officer
- When to clear and open, close and not clear the Tukino Access Road in conjunction with the Mechanical Services Officer.
- Maintenance decisions such as when to stop a tow for essential maintenance e.g. rope splicing or mechanical repairs in consultation with the Mechanical Services Officer.
- Rostering, performance management, hiring / replacing staff and contractors as needed
- Maintenance decisions such as when to stop a tow for essential maintenance e.g. rope splicing or mechanical repairs in consultation with the Mechanical Services Officer.
- Authorise expenditure for direct reports according to the TMCA Budget and delegated financial authorities
- Authorise all call outs to the Emergency Services (including the Rescue Helicopter) for any medical or accident patient evacuation.
- The Ski Field Manager may set a partial tow fee amount if the Tukino ski field is opened for less than half a day.
- Change to planned staff numbers paid or volunteer in consultation with his/her nominated manager.
- Financial expenditure within limits recorded in the TMCA delegation policy.

The Ski Field Manager should consult for approval with the nominated manager for any approvals required outside the delegated authorities.

9 Communication and Feedback

Form constructive working relationships with key people that are based on mutual respect and polite communication. Examples, but not limited to

Staff
Members
Subject matter experts
TMCA Exec
Volunteers
External Organisations
Other TMCA Concessionaires

10 Reporting

Ensure the daily distribution of Ski Field Report, Hazard Assessment Report and Snow Stability Report

Ensure that operational reports are provided to TMCA Exec including

- Sales as reported through Vend
- Incidents on the field
- Any concerns raised by the public or other members
- Any staff concerns

11 Qualifications, Skills and Experience

Qualifications

- Relevant tertiary level training in ski area operation, snow safety and hospitality is desirable
- ARM L3 or L4 avalanche qualification is desirable
- Ski / snowboard instructor and / or ski patrol qualification is 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

Competency Required	Definition
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Adjusting language or terminology to the needs of the audience. Clear and structured written documents.
Customer Service	Pro-actively developing customer relationships by making efforts to listen and understand customers (internal and external). Anticipating and providing solutions to customer needs, giving high priority to customer satisfaction.
Teamwork/Collaboration	Work effectively with team to accomplish club goals, taking actions that respect the needs and contributions of others. Contributing to and accepting the consensus, subordinating own objectives to the objectives of the club.
Tolerance for Stress	Maintaining stable performance under pressure and/or opposition. Relieving stress in a manner that is acceptable to the person, others and the club.
Fit and Able	Maintain a level of fitness that enables participation in tasks that require physical exertion. Be able to ski or board at an intermediate level or above.

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Following procedures	Work methodically and accurately while following written procedures.
Leadership	Using appropriate interpersonal styles and methods to inspire and guide individuals towards goal achievement, modifying behaviour to accommodate tasks, situations and individuals involved.
Health and Safety	A good knowledge of the Health and Safety responsibilities and accountabilities as they relate to the Tukino Ski Field
Financial literacy	Comprehend the effect your decisions have on the financial performance of the club, and the need for that to be sustainable
Be motivated	Have a passion and energy for snowsports, and a desire to share that passion with others. Be energetic and resourceful in order to create opportunities to run the tows.

12 Miscellaneous Requirements

- Live in shared accommodation on the mountain with meals provided. This includes participating in 'lodge life'; be willing to undertake lodge duties and be welcoming to all guests.
- Comply with TMCA's Employee Code of conduct.
- Requires own transport and be experienced in driving in snow and ice and fitting snow chains.

Version	Change Description	Approval Date
1.0	Initial creation	1/7/2019
1.1	Added reference to supervising contractors	Never
1.2	Added clarity around maintenance activities	Grandfathered
1.3	Added delivering on the school group programme	2 nd July 2021
1.4	Added qualifications and standing in for Snow Safety Officer	March 2023