



### *Responsibilities*

- Proactively greet and welcome all Ski & Board School 365 guests to Snowplanet in a friendly and efficient way
- Maintain a full knowledge of all products and specials to ensure all guests receive accurate information.
- Actively seek Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.
- Consistently deliver lessons in a fun and informative way
- Provide feedback/goals to parents and/or guardians regularly. Ensure you provide opportunities for parents and/or guardians to communicate and ask questions

## **Systems**

### *Responsibilities*

- Be fully conversant with the 'Green 4' scheduler, using this to accurately check rosters, daily bookings, and assigned lessons in an accurate manner to avoid operational issues and customer disappointment.
- Actively engage and confirm rosters and bookings via Snowplanet's instructor portal.
- Develop and maintain coaching programs for all athletes in all disciplines. This will encompass a structured on-snow training program.

## **Communication**

### *Responsibilities*

- Provide timely and accurate athlete evaluations and provide feedback to athletes and parents/guardians on performance, goals and behaviours.
- Actively engaging customers in conversation and use open questioning techniques to determine their needs.
- Seamless daily communication with our Resort Team and Ski & Board School Supervisors and Managers as required for same day bookings.
- Respond to customer emails and telephone enquires where required in a professional manner answering all questions with the accurate information.
- Proactively communicate with the Duty Manager Team with any relevant information during your working day.
- Keep up to date with all communication on the Ski & Board School social media departmental page. Post updates on relevant information as required.
- Liaise with the Maintenance Team for snow requirements for training and competition purposes.
- Co-operate with the SSBNZ, College Sport and any other external stakeholders to meet deliverables on or ahead of deadlines.

## **Groups**

### *Responsibilities*

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs enabling excellent customer service
- Recruit and manage athletes across all disciplines.

## **Health & Safety**

### *Responsibilities*

- Actively question any unsafe working practices and provide operational improvements
- Report any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.

## Other

### *Responsibilities*

- Assist in the organisation for competitions. Keep up to date with knowledge of local, national and international completion rules.
- Be responsible for the safe keeping and maintenance of all SBS equipment.
- Be fully conversant in course setting and the appropriate placement and setting of B-net safety systems.
- Participate in and provide improvements into Ski & Board School program planning.
- Maintain a clean and tidy and safe working environment, demonstrating consistently high standards
- Participate in training, learning activities and professional development as required.
- Continue to develop teaching/coaching and personal skiing/snowboarding skills
- Comply with all Snowplanet company policies and procedures
- Perform any other duties as requested within your rang of competency by Snowplanet

## Relationships

You will be responsible for developing and maintaining key relationships, including:

### *Internal*

- Director of Snowsports
- Assistant Ski & Board School Managers
- Resort Manager
- Duty Managers
- Resort Team
- Ski & Board School Team

### *External*

- Athletes/Guests/Customers
- Visitors
- Group booking contacts (schools etc)
- Event Stakeholders

## **Reports to:**

Director of Snowsports

## **Key Reports:**

N/A

## **Key Qualities:**

- Strong Leader
- Clear communicator
- Great listener
- Superior skiing/snowboarding skills
- Flexibility
- Works proactively under own initiative
- Professionalism
- Experience in video and radio equipment
- Experience working in competitive sport
- A good work ethic
- Experience in dealing with the public
- Works well with others
- Willing to go the extra mile
- Empathy, patience and consistency
- Adaptable

I \_\_\_\_\_ agree to perform the responsibilities outlined in this position description and perform them to the required standards of Snowplanet.

Signature \_\_\_\_\_ Date \_\_\_\_\_