

Position Description

SKI & BOARD SCHOOL COACH

SNOWPLANET LIMITED

Organizational Statement

Snowplanet (www.snowplanet.co.nz) is an indoor real-snow destination, offering a unique snow sports experience only 20 minutes north of Auckland. The following diagram presents its internal vision and mission.

Vision	
Our principal objective	To be Auckland's favorite leisure destination
Mission	
What we need to do to get there	Sharing awesome snow experiences 365 days a year

The following values must be embodied by all Snowplanet team members for the achievement of our mission:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together
- Listen and improve
- Desire to share the experience
- Providing a safe, clean and appealing environment

Role:

You are responsible for delivering expert training for athletes. You will be involved in identifying and nurturing talented athletes, and assisting in their skill development. You will be responsible for assessing the performance of athletes under your expert direction, and analysing flaws or weaknesses. You will assist athletes in developing new skills, and preparing mentally for competitions. You will be ensure athletes achieve their full potential, and have continual improvements in performance. You will plan and delivering an appropriate range of lessons and programs for individuals and groups based on ability levels. Providing outstanding customer service, your communication skills will be excellent. You will be a people person with extensive knowledge and experience in snow sports. You will enjoy a fast paced environment, and will be able to strive in an area with continual changes. You will be passionate about snow sports, and strive to share this with your clients.

You must be flexible in your approach to work, and have the capacity to multi task. You must be able to work under your own initiative and be able to problem solve. As part of our Ski and Board School Team, you will work closely with our Resort Team, to ensure a seamless customer journey.

An NZSIA/SBINZ qualification (or overseas equivalent) is essential. The ability to converse in languages other than English is desirable.

Key Result Areas:

Customer Service



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 onsnow 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.



<u>Other</u>

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

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

Athletes/Guests/Customers

External

- Visitors
- Group booking contacts (schools etc)
- Event Stakeholders

- 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 _____