

**NON-MANAGEMENT JOB DESCRIPTION  
POINT RATING EVALUATION PLAN**

Working Title Snow School Supervisor		Name	
Position Number	Reports to Position No., Class & Level – Visitor Services Supervisor II – PS3	Division, Branch/Unit Cypress Hills Provincial Park / Hidden Valley Ski Resort	Ministry Forestry and Parks
Wage			
Present Class Administrative Services 4		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

This Snow School Supervisor position reports to the Visitor Services Supervisor II and is part of a team that is responsible for ensuring the HVSR has a positive, effective and efficient interaction and communication with the general public and other stakeholders. Primary areas of responsibility include provision of Educational and Public Programs, scheduling staff, dealing with staff concerns and directing work as needed, efficient operation of the Utilities/Facilities, equipment, special event support, maintain a clean and safe environment for staff and public and assisting with the operation of Visitor Facilities. This position is expected to implement the projects and activities identified in annual Operational Plans according to priority classification and subject to human and financial resources. Weekend, vacation and some possible evening shift scheduling may be required. Working across Departments may be required to fulfill operational requirements.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Assist Special Events, activities include;
  - Assist in the set-up and cleanup of Ski Hill Facilities.
  - Establish contact, communicate information with safety personnel contracted for the event, and assist Supervisor with Trail evacuations.
  - Conduct Activities as requested and to site standards and procedures.
2. Utilities and Facilities: Perform preventative maintenance and operation of all systems as originally designed.
  - a) Support routine mechanical maintenance.
    - Through monitoring and reporting maintenance requirements.
    - Maintaining accurate records were appropriate.
    - Use basic on snow equipment and machinery (snow blower, snowmobile etc)
  - b) Make general repairs and perform preventative maintenance.
    - Support Operation and maintenance of the Ski Hill facilities as directed by supervisor.
    - Maintain Snow School signage and equipment including the set up and take down of learning areas
  - c) Other related duties.
    - Miscellaneous preventative maintenance duties
    - Inspection sheets and logs to be maintained
    - Meet and Greet visitors
    - Assist with Snow School desk operations and cash handling
    - Assist trades positions and equipment repairs
    - Maintain and order supplies
    - Maintain and inventory fixtures and furnishings, audiovisual and public address systems
    - Assist in other departments as requested by Supervisor
    - Maintain all facility signage and pageantry
    - Respond to client requests in a timely and professional manner
3. Administration – Adhere to Department policy and Park guidelines. Tasks are;
  - Implement the projects and activities identified in Operational Plans according to priority, classification and subject to human and financial resources
  - Must possess interpersonal and communication skills with a broad range of individuals, groups and agencies to meet program objectives
  - Verbal contact by telephone and respond in a professional manner to the requests for information from the general public
  - Accurate, professional, and timely email management

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- Accurate salary report completed and submitted according to Department Policy
- Maintain records pertaining to departmental actions

4. Public Safety – In a professional manner, perform to Park guidelines with client satisfaction and safety being paramount, activities include;

- Requesting assistance as required.
- Support public safety protocols as directed.

5. Volunteer – Adhere to Department policy and ensure site requirements are met. Duties include;

- Direct Cypress Hill volunteers on daily tasks ensuring site requirements have been met.

6. Roadway and walkways

- Winter snow removal and sanding/de-icing. All roadways, walkways and parking areas are cleared of snow and ice in a timely manner. Use of flexible time so overtime is kept to a minimum. Roads and parking areas are safe for public use.

7. Supervisor Responsibilities :-

- Ensure correct operating procedures for department are followed
- Operate equipment / machinery within department
- Supervise staff within department including time sheet management, scheduling, staff work planning and training
- Ensure correct departmental policies and procedures are followed
- Implement public safety procedures and OH&S
- Ensure accurate time keeping and record management
- Schedule lessons
- Schedule staff
- Take daily lesson bookings and deal with customer complaints
- Cash handling and reconciliation
- Provide ongoing staff development in teaching a skill development
- Have a sound knowledge of teaching methodologies from CSIA/CASI

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position requires a considerable amount of co-ordination and communication skills to ensure that the other team members are kept informed of and supported by the duties of this position. The position reports directly to the Visitor Services Supervisor II. Although this position is performed within well-established guidelines and procedures, it requires considerable overall awareness of the functioning and co-ordination of the site as a whole, and creative, independent decision making is required. The position operates and maintains buildings that have moderately complex equipment and systems. Work is performed within established standards for building systems/equipment, consistent with all applicable Codes and the Occupational Health and Safety Act. Facility operations and maintenance activities need to be coordinated to ensure minimal disruption to program operations. The work of this position directly impacts the client satisfaction and use of the Park.

**KNOWLEDGE, SKILLS & ABILITIES:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

This position must have the following;

- Experience working with schools or youth camps, particularly youth and children.
- Strong customer services skills when interacting with the public.
- Knowledge on OHS and safe workplace procedures.
- Operation of basic winter Equipment an asset.
- Advanced ski or board ability a minimum. (CASI or CSIA level 2 certification or equivalent)
- A good understanding of facility operations and structure.
- Knowledge of related computer applications.
- Knowledge of department policies and procedures.
- Intermediate skill level in computer operation and administrative duties.
- Strong communication skills.
- Class 5 driver's license.
- First Aid with CPR certificate
- Criminal Record Check with Vulnerable sector
- Experience of Ski Resort Operations desirable.
- Exceptional customer service skills.
- The ability to remain calm in emergency situations.

**CONTACTS:** Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide **Pages 14-15**).

Rentals, Snow School, Information Officers, General Public, Lift Operations and Patrol staff. Visitor Services Supervisor II and operations supervisor.

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide **Page 15**)

Snow School Instructors (12)

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide **Page 17**).

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*