

## NON-MANAGEMENT JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title <b>Ski Patrol Supervisor</b>		Name <b>Vacant</b>	
Position Number <b>Wage</b>	Reports to Position No., Class & Level <b>Operations Supervisor – Tech 4</b>	Division, Branch/Unit <b>Cypress Hills Provincial Park / Hidden Valley Ski Resort</b>	Ministry <b>Forestry and Parks</b>
Present Class <b>Natural Resources 4</b>		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](#)).

Patrol Supervisor is responsible for the implementation and development of Risk Management Program at Hidden Valley Ski Hill winter operations and assisting with Park Recreation Management. In addition this position also assists with the daily operation of facilities where public safety and risk management are seen as integral parts of the operation across the Park. This may include trails, programs and tours where public safety and visitor engagement is an influencing factor.

This position is responsible for the operation of visitor facilities, automotive equipment, light equipment and tools. In addition to demonstrated leadership skills, the PS requires business administration and technical expertise to ensure that all aspects of the Operations Program are operated and maintained in accordance with industry standards, International sport body requirements/guidelines, client and program requirements.

This position provides input to budget and site operational plan development and forecasts for the Park, as well as monitoring expenditures and approval to contractors and suppliers. This position will also be instrumental in the implementation of the GOA OH&S program.

Reporting to the Lead Ranger, this position functions within the parameters of applicable legislation, regulations, policies, directives, and guidelines.

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 Facilities.
  - Establish contact, communicate information with safety personnel contracted for the event, and take an active role with trail evacuations and emergency situations.
  - 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 and basic maintenance of 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.
    - Inspect fire extinguishers monthly.
    - Inspect first aid kits and inventory.
    - Maintain Safety signage and equipment
    - Manage the risk Management Program at the ski hill and assist with other RM park duties if needed
    - Conduct repairs and facility development using tools suitable for work and certificated to use.
  - c) Other related duties.
    - Miscellaneous preventative maintenance duties
    - Inspection sheets and logs to be maintained
    - Assist trades positions and equipment repairs
    - Maintain and order supplies
    - Maintain and inventory fixtures and furnishings, audiovisual and public address systems
    - Maintain all facility signage and pageantry

**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](#)).

- 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
  - 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;
- Providing emergency response to Park users, requesting assistance as required.
  - Maintain adequate first-aid supplies while adhering to OH&S standards.
  - 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. Departmental Supervisory Responsibilities :-
- Take Responsibility for assigned department within Operation.
  - Supervise staff within department ensuring quality of work and assignment of tasks
  - Ensure correct departmental policies and procedures are followed.
  - Implement public safety procedures and OH&S.
  - Responsible for Performance Reviews
  - May be asked to assist other departments as required
  - Scheduling of staff
  - Provide staff training, plan training targets and programs
  - Maintaining the staff departmental manual and training records

**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 impacts the quality of information/reservation and sales services provided to the clients and visitors to the Cypress Hills and the general area. This position is integral to providing support to Park operations. The position requires a considerable amount of co-ordination, physical exertion 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 Operations Supervisor. 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 and one-year of related experience are also required

**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](#)).

- A good understanding of facility operations and structure.
- Knowledge of the Occupational Health and Safety Act and WHMIS.
- Knowledge of related computer applications
- Knowledge of department policies and procedures.
- Beginner skill level in computer operation and administrative duties.
- Strong communication skills
- Class 5 driver's license.
- Experience of Ski Resort Operations desirable.

**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](#)).

- Relevant first aid certification
- Exceptional customer service skills
- The ability to remain calm in emergency situations
- Advanced to Expert Ski or Boarding ability
- Criminal record check with vulnerable sector
- Operate winter equipment such as Snow mobile, quad
- A diploma in ski area management or risk management is an asset.
- Supervisory experience

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

Has regular and ongoing contact with:

- Conservation Officers to collaborate on enforcement, wildlife management and public safety issues or concerns at CHPP.

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

Ski Patrol (4)  
Volunteer Ski Patrol Liaison

**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.*