



**rabbit hill**  
snow resort

# Job Description

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## Title

Snow School Instructor (Ski or Snowboard)

## Reports To

Snow School Manager

## Summary

The main duty of a Snow School Instructor is to provide instruction in the sports of either skiing or snowboarding to the general public and school-aged children. The instruction should be done in a manner that uses excellent customer service skills, done in a safe and caring manner, and is friendly in general. At times instructors will also be asked to help in other departments, such as the rental shop, aiding customers in finding suitable footwear for either skiing or snowboarding. Instructors should also be committed to their own life-long learning in their respective disciplines.

## Job Duties

- Provide instruction to our guests in either the sport of skiing or snowboarding
- Provide excellent customer service skills
- Provide both written and verbal feedback to guests, teachers, parents, or guardians on the student's progress in the sport
- Be punctual
- Fill out needed paperwork (i.e., lesson cards and timesheets)
- Be aware of Rabbit Hill policies and procedures as they impact your department; this includes the procedure of evacuating the chair lift
- Be willing and able to attend any needed professional development courses as arranged by either Rabbit Hill, or either professional organization (CSIA or CASI)
- Be willing to assist in other departments when asked by your department head

- Be aware of, and follow the bi-weekly schedule as made by Rabbit Hill management, and any changes to such schedule
- Wear the uniform provided or any approved clothing while at Rabbit Hill
- Be aware that the cleanliness of the provided uniform is the responsibility of the employee but remains the property of Rabbit Hill, and while wearing the uniform, you are representing Rabbit Hill
- Other duties as required.

## Requirements

- Must be at least 16 years old
- Must have own equipment
- Excellent customer service skills
- Ability to communicate, both verbally and written
- Be willing to attend a certification course run by either the CSIA or CASI
- Be able to attend department meetings at the prescribed time
- Have a reliable source of transportation
- Ability to work with children
- Black snow pants and helmet
- Be able to work outside in below-freezing temperatures
- Be able to either ski or snowboard at an intermediate level
- Be available for work while Rabbit Hill is open for operations (late November to the closing date in March)
- Be able to work between the hours of 8:30 AM till 9:00PM
- Must be able to work in a fast-paced, exciting working environment

## Working Conditions

- Physically demanding job
- Standing, riding, and walking for most of shift
- Working in adverse weather conditions for most of shift
- Reaching, kneeling, bending, twisting, pulling, pushing, and lifting
- Working in a loud and fast-paced environment
- Working in high-traffic areas with potential for collisions with skiers and snowboarders
- Working on variable terrain that could be snowy, hard, icy, or wet