



# Pro Patrol Manager Job Description

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## Title

Pro Patrol Manager

## Reports To

General Manager

## Position Summary

The **Pro Patrol Manager** is a leadership role responsible for overseeing the safety and emergency response operations across Rabbit Hill Snow Resort. This includes supervising the Pro Patrol team and CSP, ensuring adherence to safety protocols and emergency procedures, coordinating incident response efforts, and fostering a proactive safety culture for guests, staff, and volunteers.

This role requires a high level of professionalism, excellent leadership and communication skills, sound decision-making in high-pressure situations, and a calm, mature approach to emergency response. **This is a seasonal position from October to April, with the possibility of returning next season for the right candidate.**

## Key Responsibilities

### Leadership & Team Management

- Supervise, schedule, and support the Pro Patrol team, including training, shift coverage, and performance feedback.
- Lead by example in demonstrating Rabbit Hill's core values: **Accountability, Innovation, Adaptability, Passion, and Community.**
- Conduct daily team briefings, ensuring staff are informed of current conditions, hazards, and protocols.
- Act as the point person for escalated incidents or emergencies.
- Recruit and train new patrol members; coordinate preseason and in-season training sessions.

- Maintain clear and respectful communication between Patrol, Customer Service, and other departments.
- Oversee departmental budget and resource allocation.

### **Safety & Risk Management**

- Oversee enforcement of the Alpine Responsibility Code and Rabbit Hill's safety policies across the resort.
- Conduct regular inspections of trails, terrain features, and signage; manage trail openings/closures.
- Respond to emergencies and incidents with professionalism and ensure timely, accurate documentation.
- Coordinate emergency response plans, including lift evacuation protocols and resort-wide drills.
- Ensure emergency equipment (AEDs, first aid kits, etc.) is fully stocked, functional, and properly documented.
- Act as a liaison with external emergency services (EMS, Fire, EPS) when required.

### **Documentation & Reporting**

- Review and approve accident/incident reports completed by patrollers.
- Maintain detailed records of incidents, hazard reports, equipment checks, and training logs.
- Hand in documentation in a timely manner.
- Work collaboratively with management to identify trends and implement improvements.
- Ensure continuity of care through post-incident wellness checks.

### **Operational Support**

- Assist with on-hill operations as needed, including guest support, towing, and trail maintenance.
- Complete required snowmobile training and help facilitate training for the team.
- Operate radios and snowmobiles in accordance with resort protocols.
- Support cross-departmental initiatives related to safety, training, and guest experience.
- Perform other duties as assigned by the General Manager.

### **Requirements**

- Minimum 2 years of professional ski patrol experience; supervisory or leadership experience strongly preferred.
- Advanced First Aid or EMR certification (required), with valid CPR Level C and AED certification.
- Intermediate or higher ski or snowboard ability.
- Valid Class 5 driver's license and reliable transportation.
- Experience with snowmobile operation is an asset.
- Excellent interpersonal and conflict resolution skills.
- Proven ability to lead under pressure and in emergency situations.
- Must be physically capable of lifting up to 50 lbs. alone and 125 lbs. with assistance.

- Must be able to work a variety of shifts including daytime, evening, weekends, and holidays.
- Willingness to work outdoors in all weather conditions and varying terrain.

## **Working Conditions**

- Fast-paced, outdoor-focused role with frequent exposure to cold, wind, snow, and varying terrain.
- High level of guest interaction, including during stressful or emergency situations.
- Extended periods of skiing/snowboarding, patrolling, or manual labor.
- Requires standing, kneeling, bending, twisting, lifting, and walking over uneven ground.
- Must be prepared to respond quickly and effectively to accidents and emergencies.