



Job Title:	Patrol Director	Department Number:	11
Division:	Mountain Operations	Department Name:	Ski Patrol
Reports To:	President / General Manager	Job Status (Year Around, Full Time seasonal, part Time seasonal):	Year Around
Prepared By:	Chris Bates	Date Last Updated:	5/30/19
Job Level (Manager, Supervisor, Line Level Employee):	Manager	FLSA Exemption (Exempt OR Non-Exempt)	Non-Exempt

Job Summary/Overview

Cataloochee's patrol Director may have extensive experience in a variety of disciplines including but not limited to safety and terrain management, medical, risk management and general patrol duties

1. **Terrain Management:** Planning and implementation of mountain safety, coordinating early season operation as well as daily terrain management and pre-planning future work
2. **Medical:** Extensive medical experience and skill including higher levels of training such as OEC/EMT, advanced positive interpersonal aptitudes with the ability to teach advanced skills, documentation, as well as participate in continuing quality improvement programs; also capable of delivering the results of such programs in a professional positive manner
3. **Risk Management:** Wide-ranging experience in ski industry risk management or similar background, to include the investigator role as well as experience developing and improving documentation. Skilled at keeping pace with current technical opportunities and not only comfortable using all types of IT devices, but excels at leveraging a variety of software programs to improve our current process. Endeavors to reach and deliver a high level of understanding about all risk management processes and able to educate less experienced staff to our processes involving risk management and electronic documentation and empower them for success.
4. **General Patrol duties:** Advanced ability to teach less experienced staff any aspect of patrol duties and processes. A positive, professional, attitude with both guests and other staff. Able to contribute to the success of both patrol goals and company goals by understanding the patrols involvement in the overall success of the company. May play a large role in training less experienced staff and may be asked to fill in for foreman in any task. Demonstrates the highest level of teamwork, operations knowledge, and sets the example for the rest of the patrol. Has experience leading various internal departments and can mentor Lead Patrollers to take on increase roles in those departments.

Essential Duties and Responsibilities

Cataloochee's Patrol Director functions as an ambassador, and representative as the face of the patrol organization must uphold an excellent, positive and caring professional image and continually strive to exceed our guest's expectations and create memories for our guests and staff.

Essential Duties may include:

- History of decent and respectable decision making, solid communication skills and strong leadership qualities, consistent safety record and background in ski patrol risk management.
- Work unilaterally with paid and volunteer staff to seamlessly function as patrollers no matter ones position
- Ability to manage/developing schedule to meet needs based on guest volume
- Continued quality improvement in any area of involvement.
- Mentoring less experienced staff – working with rookies one-on-one, or any patroller to help them success.
- Strive to deliver a safe environment and work to continually improve all aspects of patrol required to advance our safety process and program.
- Professional interactions with patrol staff, operations staff and other Cataloochee staff.



Administration Duties:

- Responsible for follow through on any aspect of patrol documentation to include training, reporting, and or accident investigations. High level of understanding on all software used by the patrol to include but not limited to; excel, word, outlook, and access.
- Worthy interpersonal skills, can leverage positive and successful relationships both internally – with all patrollers, and externally – with members of other area departments and within the community
- Budgeting; preparing labor (July through extent of season) and capital budgets (March 1st annually)

Guest Service Duties:

- Expert at conflict resolution, can lead by example in all aspects of guest service, has the knowledge to know where to find most information in relation to guest concerns and or complaints.
- Support all aspects of continually improving guest relations, both directly and indirectly as needed.
- Has history of providing great guest service through educational opportunities as they pertain to compliance with the North Carolina’s skier safety act.

Other Duties as Assigned: *This job description is an overview of the scope of responsibilities for this job and is not intended to be an inclusive list of job tasks and expectations. With the evolution of Phoenix Ski Corporation, the responsibilities of this position may change. The job must be prepared to accept new responsibilities and transfer others.*

Personal Attributes

- Is honest, authentic, and relates to the job, people and process with the highest positive integrity
- Is able to handle and manage confidential information
- Can handle fast paced, potentially high-pressure environment
- Able to multi-task and work of a variety of process, programs and tasks efficiently and effectively
- Is continually consistent and constant – for example, not all smiles in the morning and salty in the afternoon
- Professional appearance. Adheres to grooming guidelines
- Follows established policies and procedures
- Sets the example for others and is above reproach
- Is comfortable to challenge established policies and procedures, but once established, is supportive of those rules.
- Is organized in tasks. Sees projects through to the finish. Has good follow-through and makes it a habit of getting back to people on issues.
- Is flexible with hours and days of work
- Is able to work any hours of the day, any days of the week
- Prioritizes and re-prioritizes personal time and work, to have good balance in life
- Possess a calm, professional demeanor and a willingness to do anything the situation might require. Creative thinking and a solid problem solving technique is a must. It is necessary to be a well-rounded Patroller and to satisfy the daily expectations of a line level worker as well as provide strong leadership when needed. A solid sense of commitment and a strong work ethic are the qualities required for this position.

Preferred Experience/Special Skills

- 4 year college degree or equivalent
- Senior or certified patroller
- OEC Trainer



- All phases of training will be the responsibility of the Patrol Director, including the areas annual refresher, medical, risk management and terrain management.
- Advanced medical skills
- Advanced training in risk management
- Advanced computer skills
- Competent in Lift evacuation
- 5 years minimum experience as a patroller. In addition, sufficient experience will need to be demonstrated in the following areas:
General patrol duty to include, safety, medical response, and risk management

Supervisory Responsibilities

The Patrol Director will set a good example for Cataloochee's Patrol Staff and can be relied upon to provide leadership, advanced training, and program development for all staff.

Basic Requirements

Physical Demands:

Must be able to lift and carry toboggans weighing as much as seventy pounds. Other tasks include skiing difficult conditions, high elevations, carrying and transporting unwieldy materials such as tower pads and medical equipment, and working in cold and often inclement conditions.

Must be able to hear and speak clearly in order to communicate via radios and telephones, must be able to hear a skiers requesting assistance.

Due to the sensitive nature of this position, a criminal background check will be conducted after position is accepted. This background check will be done in accordance with standards enacted under the Fair Credit Reporting Act.