



Title:	Document Control Template
Function:	(Used as template, explained by SOP01)
ID #:	PD.HR.0217.10.16
Approved:	HR
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Volunteer Role

Title:	Volunteer Ambassador, Nordic Ski Patrol
Reporting to:	Supervisor, Ski Patrol and Safety
Department:	Whistler Olympic Park

Overview

Volunteer Ambassador, Nordic Ski Patrol, plays an integral role within the ski patrol program at Whistler Olympic Park. This role involves participation alongside a small staff of professional Ski Patrollers and fellow Volunteer Ambassadors. During both daily operations and special events this role assists to ensure the safety of guests, as well as providing assistance and first aid to all users of the park. In addition to first aid skills, Volunteer Ambassador, Nordic Ski Patrol, must have excellent guest service skills and an enthusiasm for the outdoors, Nordic skiing, and snowshoeing. This is a seasonal role, preferably week-ends and possibly Wednesday evenings.

Volunteering is based on a minimum of 40 hours per season with a commitment of ten (10) four (4) hour shifts (10 x 4-hour shifts). Sign up is via the on-line schedule as directed and is subject to each team's schedule of open shifts (i.e., week-ends, week days, or evenings).

Responsibilities

- Attend all Volunteer orientation sessions
- Under the direction of the Supervisor, Ski Patrol and Safety complete tasks with WOP staff, other professionals, and Volunteer Ambassadors
- Maintain signage, fencing, and promote safety on a vast trail network including snowshoe trails
- Provide first aid response to injured guests and staff as needed
- Ensure Volunteer Ambassador, Nordic Ski Patrol visibility to guests while providing assistance, safety awareness, and aid as needed
- Assist with trail and parking lot sweeps at end of operational day
- Occasional ticket checking as needed
- Respond to snow sport inquiries, be knowledgeable about Whistler Sport Legacies programs and activities
- Carry out Whistler Sport Legacies' customer service philosophy: AIM (all interactions matter)
- Assist team with other duties as requested
- Reliable winter transportation is needed as WOP is not serviced by transit

Role

Education/Experience

- OFA level 1, 2, or 3, OEC, or Wilderness First Aid, and CPR required



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- Must be 18 years of age or older
- Proficient Nordic skier on all runs, or snowshoe experience with good fitness level required
- Knowledge of radio protocol and willingness to carry a cell phone
- Knowledge of Whistler Olympic Park and the Callaghan Valley an asset
- Attitude of caring and concern for others
- Desire to help build a vibrant sport and recreation community within the Sea To Sky Corridor preferred
- Keen and “can do” attitude
- Must have personal ski and/or snowshoe equipment

Skills

- First aid and first response skills
- Strong interpersonal and communications skills
- Awareness of own skill level and willingness to ask for help from team when required
- Willingness to assist other team members (at times outside of the department) as needed and requested
- Passion for exceptional customer service is essential

Physical Expectations

- Ability to be outdoors and ski/snowshoe in variable weather conditions for long periods of time
- Ability to stand for long periods of time
- Ability to regularly lift 50lbs