

Summit Snow Sports School

Race Coach and Race Crew

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The Summit at Snoqualmie – Race Department Job Description

Job Title: Masters Race Coach; ARC Coach; and/or Race Crewski

Department: Summit Race Department – Dean Tonkin, 206-300-1928 –
dtonkin@summit90.com

Reports to: Race Supervisor / SnowSports ARC Lead

Status: Seasonal, hourly

Duration: Seasonal December – April, (start & end depending on snow, weather and business volume)

SUMMARY:

Be the best in the snow sports lifestyle business.

Summit Masters Race Coaches, ARC Coaches and Race Crewski will be responsible for athlete training and ski racing experience, including but not limited to, welcoming people at the meeting place, guiding the learning and race-day experience, highlighting the racers' successes throughout the lesson and inviting them back as the training is completing. After attending Coaching and Crewski clinics or the apprenticeship training, follow program and training content guidelines, own the SnowSports School's safety culture, meet or exceed the guest expectation and support the Race Department and SnowSports School objectives. Essential focus will be to provide a friendly, fun, safe, caring and compassionate guest experience, time and time again.

Core Responsibilities for the Summit Race Department:

1. **Support Team Work** – By working effectively with fellow staff and leaders, by engaging schedule commitments, being on time, being pro-active in helping during meeting place activity and being willing to support the program offerings to help the Race Department meet demand on scheduled and off scheduled training and race dates.
2. **Pursue Professional Development** – Take advantage of in-house certification and apprenticeship Coach and Crewski training, and association based training and credentials, whether it is as a coach or official, or both. Improve capability and commitment to enhance guest satisfaction by driving guest retention and loyalty.
3. **Guest Experience** - Provide all guests with a caring and inspirational guided ski racing experience.
4. **Safety** – Adhere and adopt our safety culture to achieve zero employee and guest incidents per season.

Essential List of Duties and Responsibilities:

1. Effectively communicate with internal partners, leaders, colleagues and external guests, as appropriate. We are a people intensive business with many variables.
2. Identify guest interests using our terrain based and/or skill based levels, a conversational understanding of their background as well as their expectations for the programming they purchased. Work collaboratively with team mates and leads to help form groups of similar interests and abilities.
3. Encourage friends, family and others interested in snow sports to also become Coaches or Crewski.
4. Meet schedule commitments to cover programming (i.e. products, prices, times, locations). Help cover as many of the training and race days (peak business demand days) as possible.
5. Facilitate your employee activation and separation processes by following the SnowSports School's and Race Department's guidelines.
6. Follow uniform guidelines when wearing and caring for your uniform as outlined in the employee guide.
7. Get involved in training and pursue your professional development. Actively assess your own skills and seek feedback and guidance from others that can support your development. Strive to be the best Coach or Crewski member you can be.
8. Support the SnowSports School and Race Department sales by learning, understanding and being able to explain ARC and Masters products, race events, reservation processes and other operational procedures to staff and guests to enhance the guest experience.
9. Clearly communicate information required to support accurate data collection and daily payroll.
10. Make sure your personal information is accurate and up to date as required for maintaining accurate employee file details as well as receiving communications from the SnowSports School and Race Department.
11. Follow company policies on the job and use employee benefits as they are meant to be used.
12. Assist the SnowSports School in race related activities.
13. Deliver guest programming with care & passion.
14. Enthusiastically teach our programming from start to finish.
15. Identify and evaluate guest experiences and share valuable insights with your leaders.
16. Share your future goals with your leaders, so they can support you where possible.
17. And other duties as assigned.

Preferred Qualifications:

- Good communication is essential and helps enhance the work place.
- Capable and committed to becoming a Coach or Crewski associate.
- Willingness to work with children and adults of various ages, experience, athletic abilities, emotional and social backgrounds, ethnicity, and desires as it relates to snow sports.
- Ability to quickly grasp the dynamics of the teaching, learning and work place environment of the SnowSports School and Race Department.
- Ability to work independently with minimal amount of supervision.
- Ability to learn, evolve, adapt and change as a Coach, Crewski and snow sports athlete.

- Ability to deal with deadline and workplace pressure while maintaining a professional presentation.
- Ability to identify and prioritize high value/ high leverage tasks and duties within a lively and often chaotic environment.
- Ability to guide quality snow sports experiences for guests, time and time again.
- Coaches should hold USSA Certification – (Levels 100, 200, 300) – and Crewski should hold USSA Official’s Certification – (Chief of Race, Referee, Race Administrator, Timing & Calculation, Race Advisor, Chief of Course, Technical Delegate).
- Effective verbal communication skills.
- Ability to Ski, Snowboard, and/or Nordic Ski with the ability and/or desire to develop one’s proficiency as a Coach.
- Willingness to work with beginners.
- Must be able to lift and carry 50lbs while loading and unloading a chairlift and skiing.

EDUCATION and/or EXPERIENCE:

High School or GED certificate preferred; passion for the alpine winter environment, teaching and snow sports experience preferred. Ski racing experience and USSA Membership and Certification as a Coach and/or Official is preferred.

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