



Ski & Snowboard School

Experienced Instructor Information Packet

2017/2018

Greetings from Mt. Hood Meadows, thank you for your interest in joining the Mt. Hood Meadows Ski & Snowboard School. This document is designed to give you an overview of the hiring process, job qualifications, responsibilities, and benefits for ski and snowboard instructors at Mt. Hood Meadows.

Mt. Hood Meadows has one of the largest Ski & Snowboard Schools in the Northwest with over 300 instructors on staff. We are proud to be a PSIA/AASI member school and have many fully certified instructors, Divisional Staff Members, Examiners, and NW-Tech Team Members on Staff.

Our Ski & Snowboard School is committed to our Core Values and fulfilling our company's Vision and Mission shown below. We believe by hiring those with similar Core Values to ours the Ski & Snowboard School will continue to become a better place for both employees and guests.

We look forward to meeting and working with you this season.

Mt. Hood Meadows
Ski & Snowboard School Management Team

MT. HOOD MEADOWS VISION

Provide an ideal mountain resort experience while respecting Mt. Hood

MISSION

Become the "Best in the West" in employee and guest loyalty through lasting relationships

CORE VALUES

Passion – Celebrate the natural wonder of our mountain and the recreation it provides with each other and our guests.

Sustainability – Respectfully balance the environmental, social and financial aspects of our business in harmony with Mt. Hood.

Integrity – Conduct ourselves predictably and professionally, honestly and ethically without compromise.

Service – Dutifully and consistently anticipate the needs of our guests and impress them with uncompromising service.

Wellness – Refresh ourselves physically, emotionally and spiritually, promoting fitness, safety and responsibility to all who work and recreate here.

WHAT WE ARE LOOKING FOR

Qualifications

- Passion for teaching and the mountain environment
- Strong communications skills
- Strong guest services skills
- Ability to work independently and as part of a team
- Ability to work outdoors in all conditions while maintaining a positive attitude
- Must have sight, speech and hearing abilities sufficient to learn skills, follow and provide directions
- Basic internet navigation and email response skills
- Must provide own equipment (Skis/Boards/Boots/Goggles/Gloves/etc.)
- Minimum intermediate or better skiing and/or snowboarding skills
- Track record of responsibility and timeliness
- Desire to improve skiing/riding and teaching skills through in-house and PSIA clinics
- Available to work weekends, holidays and school holidays (Based on scheduled commitment)
- Reliable transportation for winter road conditions

Functions and Responsibilities

Essential functions and responsibilities may include, but are not limited to:

- Uphold and promote MHM Vision, Mission and Core Values
- Demonstrate best practices in workplace safety as outlined by the supervisor, including compliance with all safety guidelines, procedures, and use of personal protective equipment
- Provide excellent guest service as outlined in training
- Attend meetings and be responsible for meeting information to assist with serving our guests
- Understand and abide by the rules in the Ski & Snowboard School and MHM employee handbooks
- Teach skiing and/or snowboarding to groups and individuals of all ages
- Maintain a safe and fun learning environment for students
- Greet guests, answer their questions and direct them to the correct location
- Attend clinics regularly to improve skiing/riding and teaching skills
- Arrive at work on time, with equipment ready, uniform clean and presenting a professional appearance in accordance with MHM grooming standards
- Work as a team with other employees and departments to give our guests the best possible experience
- Perform other duties as assigned by supervisors including but not limited to, greeting guests, boot fitting, rental tech, Point of Sale operation, magic carpet operation, snow removal and special event help.

Physical Requirements

- Ability to lift up to 25 pounds
- Ability to ski for extended periods of time requiring bending and twisting
- Ability to navigate in-bounds area terrain in all weather and snow conditions

- Ability to talk and project your voice for extended periods of time in all weather and snow conditions

Working Conditions

- Eight hour shifts in outdoor mountain environment with frequent extreme winter conditions
- Uneven and/or slick ice and snow covered surfaces
- Sometimes Extreme cold, wet, windy and/or snowy conditions

BENEFITS & SCHEDULE OPTIONS

Benefits

- Free Employee Season Pass (Based on Scheduling Commitment)
- Locker at the Resort
- 50% Discount on food
- 20% Discount in Retail Stores
- Free group lessons
- 50% off group lesson benefits for dependents
- Free employee transportation
- Some of the best skiing and riding terrain on Mt Hood
- Family orientated department and company
- Onsite state certified daycare
- PSAI/AASI member school
- Weekly Ski and Snowboard School Clinics lead by top clinicians in NW
- PSIA/AASI level 1 certification exam available in house
- PSIA/AASI level 2 & 3 exam training
- Part time teaching commitments for day or night shifts
- Full time instructor schedules
- Opportunity for growth within the department and company

Schedule Options / Pass Benefits

FULL TIME – 5 days/week or 4 days and 1 night/week

Earns Individual season pass for self and dependent season pass/passes. (Children age 6 and under are free)*

24 SHIFTS MINIMUM – Work 24 weekend & holiday shifts throughout the season.

Earns Individual season pass for self and dependent season pass/passes. (Children age 6 and under are free)*

18 SHIFTS MINIMUM – Work 18 weekend & holiday shifts throughout the season.

Earns individual season pass for self and have an option to purchase dependent pass/passes for \$100 per pass.*

**Dependent is defined as a spouse or child 18 years of age or under. Identification, proof of relationship and proof of age (for child) is required. Children age six and under are free.*

Any employee who quits or is terminated will have their pass (as well as their dependent's pass) deactivated.

INSTRUCTOR WAGE MATRIX*

INSTRUCTOR BASE WAGE (Teaching hours)

Non-Teaching hours starting rate is minimum wage.

	PART TIME			FULL TIME	
	Min	Max		Min	Max
Non-Cert	\$10.50		Non-Cert	\$13.00	
Level 1	\$11.00	\$12.50	Level 1	\$14.00	\$15.50
Level 2	\$12.75	\$14.25	Level 2	\$15.75	\$17.25
Level 3	\$14.50	\$17.00	Level 3	\$17.50	\$20.00
DCL / Multi Level 3	\$17.25	\$19.75	DCL / Multi Level 3	\$20.25	\$22.75
Non-Teaching Rate		\$10.50	Non-Teaching Rate	\$10.50	\$12.50

Extra Credentials add \$.50 to base wage (Not to exceed high end of cert range): Specialist training, each level of Certification outside of primary discipline, Skiing/Riding or Teaching Module passed for next level of primary discipline.

**Last year's wages, we will update this season's wages once approved*

KID'S FIRST TIME AND NOVICE LESSON ADDITIONAL PAY

Instructors will earn an extra \$.50/hour on their teaching wage when teaching First Time or Novice kid's group lessons through the CLC or Kids Camps

UPGRADE COMMISSION

For any student taking a 2 hour group lesson that an instructor upgrades to a 4 hour group lesson the instructor receives a \$3 commission.

PRIVATE LESSON COMMISSIONS

(Private Commissions are in addition to base wage and paid per hour)

Instructor Requested Private Lessons

Certification	First Student	Add on Student
Non Cert	\$10.00	\$16.00
Level 1	\$13.00	\$16.00
Level 2	\$16.75	\$16.00

Level 3	\$20.00	\$16.00
DCL/Multi L3	\$23.25	\$16.00

TYPICAL DAY

Instructors have the opportunity to free ski/ride (out of uniform) during their shifts while they are not teaching or performing other paid duties.

Day Shifts

Instructors for day shifts are required to be available from 8:45am – 4:00pm. Instructors can expect to teach two lessons during that time from 10am – 12pm and 1pm – 3pm, with 15 to 30 minutes of greeting time before and after lessons. On busy weekends and holidays instructors may have a morning meeting and be asked to spend extra time working in other capacities such as greeting guests, helping boot fit, tech skis or work a Point of Sale before lineup.

Night Shifts

Instructors for night shifts are required to be available from 3:45pm – 9:00pm. Instructors can expect to teach two lessons during that time from 4:30pm – 6:30pm and 7:00 pm - 9:00 pm with 15 to 30 minutes of greeting time before and after lessons. If there are no program lessons, then there is only one lesson starting at 4:30 pm.

ON GOING TRAINING & CERTIFICATION

Training

The Ski & Snowboard School offers free professional development clinics for instructors throughout the season. These clinics generally run every night there is night skiing from 3:45 pm – 5:45 pm as well as varying times on days with no night operation (see training calendar at mhm.snowportal.com for details). These clinics are designed to improve skiing/riding skills, teaching ability, technical knowledge, and pursue further certification. They are one of the biggest benefits to working in the ski and snowboard school.

Certification

Regular attendance of ski and snowboard school clinics is essential for success in pursuing certification. The PSIA (Professional Ski Instructors of America) and AASI (American Association of Snowboard Instructors) are the organizations that certify instructors in the USA. This certification is recognized both nationally and internationally.

There are three levels of certification within PSIA/AASI. More detailed information on the certification standards for each level can be found at www.psia-nw.org.

To take your first level of certification you must meet the following requirements:

- Currently working for a PSIA/AASI member school (like Mt. Hood Meadows).
- A combination of at least 20 hours of teaching and or training time.
- Approval of a level 1 accreditor that you are ready for the exam (can be obtained by attending clinics).

There are two manuals which you will need when training for certification the Alpine Technical Manual or Snowboard Manual and the Core Concepts Manual. These manuals are available for purchase in Daycare or from PSIA/AASI.

IMPORTANT SKI & SNOWBOARD SCHOOL CONTACTS

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