



Ski & Snowboard School

New 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 350 instructors on staff. We are proud to be a Professional Ski Instructors of America and an American Association of Snowboard Instructors (PSIA-AASI) member school and have many fully certified instructors, Divisional Staff Members, Examiners, and PSIA-NW-Technical Team Members on our staff.

Our Ski & Snowboard School is committed to our Core Values and fulfilling our company 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.

HIRING PROCESS

Our hiring process consists of a multi-day tryout / training process at the end of which we make hiring decisions for our part time instructors. We train and hire instructors for our the Mt. Hood Meadows Ski & Snowboard School as well as Cooper Spur Mountain Resort located about 14 miles north of Mt. Hood Meadows.

On-Snow Session 1: Introduction to Teaching Snowsports

In this two day on-snow session you will learn about the skills you need to be an effective skier or rider, and be exposed to more in-depth understanding of how these skills will inform you on what to teach during a lesson. Being a skilled teacher is more than just being a good skier or rider, so during this time you will have an opportunity improve your technical understanding and to actually teach in small groups to your peers.

During these two days of training we will cover specifics of working with adults and children, discuss various learning styles, and age specific considerations. We will explore the differences and similarities of teaching beginner zone adult and children's lessons. During these days we will review our beginner progressions (found in the instructor manual), which are an essential guide for when you teach your first lessons. You will likely be teaching segments of the beginner progression in small groups as a learning opportunity.

Your knowledge of our Ski & Snowboard School Manual will also be tested through a written exam at the end of the first day. Please head over to the PSIA-AASI E-learning website and take the New Instructors Course on the Mt. Hood Meadows Instructor Portal at <https://mhm.snowproportal.com/applicants>. It will prepare you for the on-snow training coming up in December.

This training and tryout process will be held at Mt. Hood Meadows Resort, and take place from 8:15am – 4:30pm on both days. We will meet promptly at 8:15am ready to go. Leave early to arrive on time – traffic and road conditions can cause delays. Be prepared to head outside with appropriate clothing and equipment. Dress warmly as we will be outside for extended periods of time.

Date: December 2nd and 3rd, 2017

Time: 8:15 am – 4:30 pm

Location: SnoBlaster Room

To be eligible to be hired you must attend both days.

On-Snow Session 2: Refining your Methods

During this one day session which is a continuation of the previous two days, we will continue to review and cover more specifics of working with adults and children. During this day we will go over our beginner progressions (again found in the instructor manual). You will teach the entire group various portions of a novice lesson, from just getting started to riding the Ballroom carpet or Buttercup chairlift. You will again be tested verbally on your knowledge and retention of the materials as well as your ability to communicate and present information to the group.

This training and tryout process will be held at Mt. Hood Meadows Resort, and take place from 8:15am – 4:30pm on both days. We will at 8:15am ready to go. Leave early to arrive on time – traffic and road conditions can cause delays. Be prepared to head outside with appropriate clothing and equipment. Dress warmly as we will be outside for extended periods of time.

Dates: December 4th and 5th or 9th and 10th, 2017.

Time: 8:15 am – 4:30 pm

Location: SnoBlaster Room

You must have completed Session 1 prior to attending Session 2.

At the completion of Day 1 of Session 2, hiring decisions are made. Our hiring decisions are based on a cumulative assessment by your trainers of your teaching skills, technical knowledge of materials, skiing or riding ability, enthusiasm, group participation, communication skills and timeliness. Keep in mind that we can teach you to be a better skier or rider and improve your technical knowledge however soft skills like communication, enthusiasm and timeliness are skills you bring to the job, which are equally important to becoming a successful instructor at Mt. Hood Meadows.

If you are offered a position the training continues. You will attend an indoor session which covers operational information, followed by an on-snow Lesson Shadow in the afternoon where you will witness a real first time ski or snowboard lesson from start to finish and complete a lesson shadow form summarizing what you learned. From here, you will have 3 more shadows to complete on your own – then you'll be ready to teach!

WHAT WE ARE LOOKING FOR

Qualifications

- Successful completion of Mt Hood Meadows instructor tryout
- 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 and willingness to learn and teach the other sport
- Track record of responsibility and timeliness
- Desire to improve skiing/riding and teaching skills through in-house and PSIA-AASI clinics and events

- Available to work weekends, national holidays and school holidays based on a scheduled commitment of 18 or 24 shifts
- 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
- PSIA-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 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 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 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)

	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 for request privates only)

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 or 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 will 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 up to two lessons during that with most lessons going out from 4:30 pm - 6:30 pm 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 time is 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 3:45pm – 5:45pm as well as varying times on days with no night operation (see training calendar located at mhm.snowproportal.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 school.

Certification

Regular attendance of Ski & 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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