



POSITION AVAILABLE

SKI PATROL DIRECTOR – WHITEFACE MOUNTAIN

Whiteface Mountain, an ORDA managed facility, is seeking a Ski Patrol Director to oversee and coordinate all patrol activities focusing on first aid services, daily operations, and risk management. In addition to safety and risk management, the Patrol Director will be responsible for managing departmental and staffing needs to promote Ski Patrol's role as safety ambassadors, hosts, guides, and informational resources for guests. Primary responsibilities include, but are not limited to:

- Implementing all ski patrol and first aid policies and procedures;
- Ensuring that all ski patrol employees and volunteers follow all procedures and adhere to ORDA's Guest Risk Management Plan;
- Supervising both paid and non-paid patrollers;
- Recruiting and training qualified patrol candidates and ensuring that all patrollers have up-to-date certifications as are applicable to their jobs;
- Assessing mountain conditions and making recommendations and adjustments to mitigate risk based on ORDA's guest risk management plan;
- Overseeing terrain opening and closing with constant assessment and evaluations throughout the day, including on-mountain department collaboration with Mountain Hosts and Terrain Park Staff;
- Managing and coordinating training for lift evacuation, low-angle rescue, and safe toboggan handling;
- Overseeing the completion of pre-season setup, in season maintenance, and post-season teardown for mountain slopes and trails;
- Working within the departmental budget for both supplies and labor;
- Overseeing the management of all patient care records and files;
- Ensuring proper completion of documentation for incidents and accident investigations.
- Ensuring that Ski Patrol adheres to HIPAA regulations; Conducting and overseeing investigation of ski and on-premises incidents as directed by Whiteface's General Manager and ORDA's Risk Manager;
- Analyzing trends regarding accidents and recommend adjustment to policy and/or procedure;
- Work closely with ORDA's Risk Manager in developing and implementing changes to ORDA's guest risk management plan;
- Assisting the Mountain Operations Manager in all other duties as necessary; and
- Other related duties necessary to the efficient operation of patrol

This position requires frequent customer contact. The successful candidate will be a strong and engaging communicator that is helpful, friendly, courteous and professional.

Qualifications – The successful candidate will have significant ski patrol experience and possess Outdoor Emergency Care Certification, CPR Certification, and be a member of NSP. S/he must also be an expert skier and capable of operating a snowmobile. Must have strong communication skills, both written and verbal, as well as strong teaching, supervisory, management and organizational skills. The candidate must also have the skills to communicate positively with guests and other departments. Be willing to perform alternate functions from time to time, both within and outside of their department. Demonstrate and enhance a team oriented culture and collaborative attitude with all departments.

Compensation – Entry rate of \$28.27/hr. ORDA offers an excellent benefits package including paid leave (sick, vacation, and personal time); paid holidays; health, dental, and vision insurance; participation in the NYS and Local Retirement Systems; and participation in NYS Deferred Compensation.

Interested applicants may send their resume with letter of interest to-
Aaron Kellett, General Manager
Wilmington, NY 12997
518-946-4201
akellett@whiteface.com
AA/EOE

Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Governor's Office of Employee Relations at (518) 474-6988 or via email at info@goer.ny.gov.