

## Job Description

Job Title: **Ski/Snowshoe Guide**  
Department: **Guest Services**  
Reports To: **Guest Services Manager**  
Prepared Date: **11/22/14**  
Employment Status: **Full-Time Seasonal**  
FLSA Status: **Salaried/Non-Exempt**  
Pay Grade:

*NOTE: This job description shall not be construed as a contract for employment.  
The Home Ranch is an at-will employer.*

### SUMMARY

This position is responsible for the daily operation of the Nordic Skiing and snowshoeing program. Must be proficient in teaching all levels and types of Nordic skiing and snowshoeing. Position works closely with Guest Services to insure quality guest service. Responsible for all aspects of winter activities at the ranch, including but not limited to: trail maintenance and development, equipment maintenance, ski & snowshoe lessons, snow removal, shuttle driving & guest relations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Maintains a welcoming and organized work space
2. Provides a quality experience to guests
3. Provides group and private lessons to varying ages and abilities
4. Guides snowshoe tours
5. Familiarity with rental equipment
6. Assists in the removal of snow around the ranch
7. Assists in the transportation of guests to and from the ranch.
8. Maintains and enhances a guest focused culture in all areas of responsibility.
9. Manages responsibilities in compliance with ranch policies and procedures.
10. Utilizes effective communication skills with all levels of employees, guests and all other outside contacts.
11. Provides specific data/reports as required.
12. Has a strong working knowledge of ranch programs and procedures.
13. Flexibility to cover shifts as may be necessary in other departments.
14. Creates & maintains strong interdepartmental relations with Guest Services
15. Troubleshoots and resolves in house guest issues promptly

### RESPONSIBILITIES TO SAFETY:

1. Protect the safety of self, co-workers, and The Home Ranch guests at all times.
2. Report any potentially harmful equipment or situations to the immediate supervisor without delay.
3. Report safety-related accidents and incidents at once to immediate supervisor.
4. Follow all company and department safety policies and procedures as outlined in the Ranches Occupational Safety & Health Compliance Manual and department-specific procedures or manuals.
5. Operate equipment in a safe manner that will not lead to injury of yourself or others.
6. Drive in accordance with the law and The Home Ranch policies.

### SUPERVISORY RESPONSIBILITIES

None.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires efficiency in Nordic skiing and snowshoeing. Individual must possess excellent communication and customer relation skills.

#### **EDUCATION and/or EXPERIENCE**

College education preferred. 1 - 2 years in the skiing industry or equivalent experience. This position requires Nordic skiing and snowshoeing experience. Individual must possess excellent customer relation skills. Must possess or have the ability to acquire CPR & First Aid Training. Certified Instructors preferred.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively and professionally on a level appropriate with guests, peers and staff. Ability to speak effectively before groups of customers.

#### **MATHEMATICAL SKILLS**

Ability to apply concepts of basic algebra.

#### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### **PHYSICAL DEMANDS & WORK ENVIRONMENT**

The physical demands & work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to walk and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually loud.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*