



Title:	Document Control Template
Function:	(Used as template, explained by SOP01)
ID #:	PD.HR.0233.10.16
Approved:	HR
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Volunteer Role

Title:	Volunteer Ambassador, Snowshoe
Reporting to:	Lead, Ski Patrol
Department:	Whistler Olympic Park

Overview

Volunteer Ambassador, Snowshoe, is an important component of our recreational delivery initiatives at Whistler Olympic Park. This role assists in the preparation of the snowshoe trails to a standard appropriate for recreational use by a broad spectrum of users, and participates alongside WOP staff to insure trails are packed, safety hazards are identified, and corrective measures carried out. This physically demanding role may include chairlift orientation and assistance, ski jump interpretive tours, snow shoveling, fencing, signage, re-routing, and other maintenance activities. In addition to physical capacity, volunteers must have enthusiasm for snowshoeing as they are trail ambassadors and may carry out introductory tours and provide trail information to visitors. This is a seasonal role, and requires flexibility to participate each Saturday and Sunday.

Volunteering is based on a minimum of 40 hours per season with a commitment of ten (10) four (4) hour shifts (10 x 4-hour shifts). Sign up is via the on-line schedule as directed and is subject to each team's schedule of open shifts (i.e., week-ends, week days, or evenings).

Responsibilities

- Attend all Volunteer orientation sessions
- Under the direction of the Lead, Ski Patrol complete tasks with WOP staff, other professionals, and Volunteer Ambassadors
- Perform physically demanding activities including packing trails, shoveling, fencing, signage, re-routing and other maintenance activities
- Assist chairlift as required including but not limited to snow clearing, ticket validation, and guest information/orientation
- Provide interpretive tours on the ski jump and snowshoe trails
- Assist WOP to deliver exceptional recreational activities and programs
- Respond to snow sport inquiries, be knowledgeable about Whistler Sport Legacies programs and activities
- Carry out Whistler Sport Legacies' customer service philosophy: AIM (all interactions matter)
- Assist team with other duties as requested
- Reliable winter transportation is needed as WOP is not serviced by transit



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Role

Education/Experience

- Snowshoe experience preferred
- Must be 18 years of age or older
- First Aid and/or CPR certification an asset
- Good physical fitness level is beneficial to carry out duties
- Keen and “can do” attitude
- Knowledge of Whistler Olympic Park and the Callaghan Valley an asset
- Desire to help build a vibrant sport and recreation community within the Sea To Sky Corridor preferred
- Must have personal snowshoes

Skills

- Snowshoe skills
- Good communication and presentation skills
- Awareness of own skill level and willingness to ask for help from team when required
- Willingness to assist other team members as requested
- Passion for exceptional customer service is essential

Physical Expectations

- Ability to be outdoors in variable weather conditions for long periods of time
- Ability to stand for long periods of time
- Ability to regularly lift 50lbs
- Ability to carry out physical activity including shoveling walkways