



**Whistler Sport Legacies** is a not-for-profit organization responsible for owning, managing and operating three 2010 Olympic and Paralympic Winter Games venues: Whistler Athletes' Centre, Whistler Olympic Park, and Whistler Sliding Centre. Our vision is to be an international centre for sport excellence by providing world class facilities for athletes to discover, develop, and excel in their chosen sport. We strive to encourage a healthy lifestyle by developing programs that encourage participation in sports at a recreational level.

The **Sport Coach** delivers coaching, instructional and educational programs to guests of Whistler Olympic Park (WOP). Reporting to the Supervisor, Sport School duties include excellent customer service and assisting clients in selection of products or services that most appropriately meet their needs. This is a seasonal role and requires the flexibility to assist the team with other activities or initiatives including the ability to work weekends, evenings and holidays.

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## Responsibilities

### *Operational*

- Instruct individuals, groups, and children in all WOP products including cross-country skiing, classic and skate, and/or snowshoeing, and other activities
- Work cooperatively with clubs, sport user groups, and volunteers to delivery of community sport programming
- Collaboratively liaise with the Booking Agent, Rental Hosts, and Guest Services
- Ensure a safe and inviting environment for activity participants and guests
- Adhere to safe operating procedures within the functional areas
- Foster a strong culture of health and safety; work with Human Resources, and Safety to ensure that all WorkSafeBC and BC Safety Authority requirements are met
- Assist in general up-keep of the Sport School areas, including the daily set up of indoor/outdoor equipment
- Develop a high level of product knowledge to promote WSL products and services including day-tickets, season passes, instructional programs, and rental equipment
- Assist team with the execution of special events as required
- Preparation and tear-down of instructional and coaching areas
- Knowledge of WSL product and services to assist promotion and cross-promotion when interacting with guests and clients
- Assist team with other duties as assigned or required, including operation of the rental shop, guest services, and operational requirements such as snow clearing
- Carry out snow shoe trail grooming and maintenance as directed
- Interact with volunteers to ensure their inclusion in department team
- Carry out Whistler Sport Legacies' customer service philosophy AIM: All Interactions Matter
- Assist team with other duties as assigned or required

### *Administration*

- Maintain individual/group attendance and achievement records
- Assist with issuing of rental equipment

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## **Position Requirements**

### *Education/Experience*

- Experienced and skilled cross-country skier with ability to perform both classic and skate techniques
- One or more of the following certifications is required:
  - Canada Association of Nordic Ski Instructors (CANSI)
  - Cross Country Canada's National Coaching Certification (NCCP):
    - Community Coaching Introduction (ICC)
    - Community Coach (CC)
    - Competition Coaching: Introduction (CCI-L2T)
- Experience working in a customer service oriented position required
- Firearms Possession and Acquisition License (PAL) an asset
- Satisfactory criminal record check is mandatory prior to commencement of employment
- Valid BC Driver's License an asset
- First Aid certification is preferred
- Reliable winter transportation (WOP is not serviced by public transit)
- Experience volunteering and/or working in a volunteer organization such as a not-for-profit sport organization an asset

### *Skills*

- Experience or skills in snowshoeing, biathlon, ski jumping, and Nordic combined an asset
- Ability to safely guide participants through ski lessons and physical activities
- Willingness to assist other team members (perhaps outside the department) as needed and requested
- Passion for exceptional customer service is essential

### *Physical Requirements*

- Ability to work outdoors for long periods of time in variable winter weather conditions
- Ability to stand for long periods of time
- Must be able to lift up to 50lbs

**To apply, submit your cover letter and resume to: <http://www.wsl2010.com/employment> and follow the Employment prompts.**