



Position Description

Beach Patroller

Introduction

The Muskoka Ski Club (MSC) at Hidden Valley Highlands Ski Area (HVHSA) is the only ski and snowboard resort in Muskoka. It has the distinct pleasure of combining the family feel of a private Club with the exciting fast paced atmosphere of public recreation. The part of the MSC property referred to as the “Beach and Recreation Area” on Peninsula Lake is a unique facility that is open to MSC Members and the Members of the Hidden Valley Properties Owners Association (HVPOA) exclusively. Due to increased use of the area, a Beach Patroller is being added to our Team that maintains and operates the area.

Reporting to the Outdoor Operations Manager, the Beach Patroller will be a part-time position with flexible hours on weekends and holidays from the beginning of June until at least Labour Day weekend. The Beach Patroller must have excellent interpersonal and communication skills when dealing with both Members of MSC, HVPOA and their guests. The ability to communicate effectively and manage the Beach Use Rules are essential to be effective in this position.

Scope

As a member of the HVHSA Team, the Beach Patroller responsibilities will include but are not limited to:

- Be familiar with and always have a copy of both the Beach and Recreation Area Use Rules and Boat Dock Use Rules while patrolling.
- Report Weekly to the Outdoor Operations Manager of the HVHSA and the HVPOA Beach Director about any issues or new maintenance required.
- Be friendly and non confrontational in checking with beach patrons to ensure they have the correct beach pass(es) and that they are not exceeding the number of patrons permitted per pass.
- Respectfully deal with anyone not following the beach rules.
- Respectfully ask a patron/patrons to leave the beach if they will not adhere to the Beach and Recreational Area Use Rules that have been circulated to all Members of MSC and HVPOA.
- Have a cell phone to call MSC/HVPOA regarding any immediate issues that arise requiring assistance to create a successful outcome.
- Rake beach sand at the beginning of each shift and periodically throughout the day to remove goose poop. Place it in appropriate disposal bin.
- Enforce Beach rules according to the latest amended rules. Inform HVHSA Management of any issue observed on MSC Docks.
- Wear the Beach Patrol staff shirt that is provided to Patroller when asking patrons for their Beach Pass.
- Tidy up the beach area / toys at the end of each shift if needed.

Our Values

SINCERE CARE

- Be friendly and attentive to all guests – be the first to greet and say hello in a cheerful and sincere manner. Listen attentively with everyone you communicate with.
- Be courteous – say please and thank you. If you know someone’s name, use it.
- Maintain eye contact with everyone you communicate with and follow through with issues or problems that are presented to you.
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HONESTY & INTEGRITY

- We do not condone slanderous remarks against our guests, fellow employees or company. We don't gossip or promote rumours.
- We adhere to the policy of keeping an accurate record of time worked.
- We respect policies and procedures outlined in the employee handbook and all others printed.
- We are consistently trustworthy and dependable in all aspects of the workplace.

BE A TRUE TEAM PLAYER

- Know who is in every department and what role they play. Understand that the customer deals with every department and a bad experience in one area can give them a negative impression of the entire team.
- Help fellow employees without being asked. If you see another person struggling, give them a hand. Be dependable to the rest of the team.
- Treat fellow employees as guests when they are using the resort facilities.

SAFETY

- Adhere to all policies, procedures, and legislation.
- Be aware of safety issues within your workplace and fix them or communicate them.
- Adhere to proper equipment maintenance and standards

CLEANLINESS & CONSISTENCY

- All workplaces must be kept clean & tidy.
- Do not eat or smoke while working.
- Adhere to Expectations Policy in employee handbook.
- Maintain a consistent approach to the job every day.

FUN!

- Enjoy the facilities – experience what we have to offer.
- Smile without hesitation.
- Be outgoing, friendly with Members and guests.
- Be enthusiastic; ask how our guest's day is going.
- Take pride in being a key part of the ski industry.

Compensation

- Wage will be \$19.00/hr with the expectation of 5 hours patrol time spread out between 9:00am to 7:00pm on Saturdays, Sundays, and statutory holidays.
- Pay Periods are every 2 weeks with direct deposit pay on the Thursday following the end of the pay period. Ask HVHSA Administrative Manager for the dates of the end of pay periods.
- Timecards must be submitted to the HVHSA office on the Monday after the end of the pay period.

I accept the terms and conditions of employment as set out in this position description.

Date

Outdoor Operations Manager, MSC/HVHSA

Date