

Adaptive Snow Sports Volunteer

Our Values and What We Do

Welcome to our *maunga* (mountain). We are stoked that you are joining the crew. We place our *whānau* (family) values at the centre of everything we do—how we interact with others, make decisions, and look after our people and our environment. As part of the whānau, we ask all our team to learn, embrace, and lead in the delivery of our values:

‘Epic Experiences with our Mountains and our People’

Love it | We’re all in this together | We are the guardians | Keeping it real | Making it extraordinary

Position Overview:

To provide guests of various cognitive, physical and sensory ability levels with an exceptional on snow support experience, including:

- A warm and genuine welcome to the resort
- A safe and fun session based on guest goals and previous information from the adaptive coordinator
- Additional information that adds value to their time at Cardrona Treble Cone

Guests will be of all ages and assignment types will vary in kind and duration

- Volunteer only support
- Volunteer as part of a private lesson with instructor
- Volunteer as part of a group lesson or a program with instructor

Volunteering assignments may or may not include the use of equipment, personal preferences will be accommodated.



Key Responsibilities:

Volunteering

- Deliver excellent volunteer support in line with Cardrona Treble Cone and Snow Sports New Zealand Volunteering standards, those include but are not limited to
 - Volunteers support participant by assisting with basic tasks, offering encouragement, and helping to create a positive environment. This can be in a group or one on one.
 - Volunteers assist instructors with lessons, equipment, adapt activities as needed and provide an extra set of hands so every guest gets the support they deserve. This can be in a group lesson or in a private lesson.
 - By assisting with equipment, guiding guests, and staying alert, volunteers help create a safe environment and enjoyment
 - Volunteers foster a sense of community by welcoming guests, families and fellow volunteers, making everyone feel included and valued
 - Volunteers should never make independent decisions about instruction, safety, or equipment adjustments unless they have been trained to do so.
- Be part of the team and recognise your contribution to the Snow Sports School and wider Cardrona Treble Cone family
- Volunteering assignments will be offered but are not compulsory. Accept volunteer assignments as suitable for your schedule
- Off snow volunteering duties, such as break support, transfer to/ from vehicles may be required
- Stay motivated in your training and development and be receptive to feedback
- Communicate promptly with your supervisor if late, sick, or injured
- Maintain professional and timely communication at all times.

Guest Service

- Assist guests with all resort-related queries where possible, or delegate to other mountain staff
- Provide a high level of guest service and promote mountain safety
- Maintain a fun, respectful, professional, and positive attitude

Other Responsibilities

- Follow all health and safety policies and reporting procedures
- Maintain a neat, clean, and professional appearance
- Communicate any issues promptly to supervisors
- Report any maintenance needs (terrain, snow, buildings, equipment)



What You Will Bring

Key Skills, Knowledge & Experience

- Be able to ski or ride at an intermediate level
- Experience in disability support or snow sports is a bonus but not necessary. Full training will be provided
- Have attended all required volunteer training
- Ability to quickly build professional relationships with guests of all ages and abilities
- Ability to work independently in a responsible and organised manner and be able to work well with other in a team

Personal Attributes

- Honest and genuine
- Stay calm under pressure
- Observant and attentive
- Respectful and inclusive to guests, colleagues, and leadership
- Willing to learn
- Friendly and approachable
- Compassionate and empathetic, with sensitivity to different personalities and cultures
- Comfortable asking for help

