



# PATROL DISPATCHER

The Ski Patrol department is responsible for mountain safety, on hill risk management, hazard mitigation and resort emergency response. They often work on their own and must exhibit sound decision making, interpersonal skills, and a high level of professionalism. Patrollers must deliver all the duties as required by Silver Star Mountain in a safe and constructive manner and must have a proactive approach to safety initiatives and constantly seeking ways of improving mountain safety for its staff and visitors alike.

## Top four reasons to work at SilverStar:

1. **Flexibility:** we will work with you to create a schedule that works for both the employee and SilverStar, allowing you lots of time to get out and enjoy ski/boardings/biking/hiking etc.
2. **Networking:** working closely with all Departments and building friendships that will last a lifetime, with both employees and guests.
3. **Growth:** the opportunity to expand your skills and knowledge through training and development. Work in a fast-paced, friendly environment.
4. **Safety:** this has always been our top priority for both our employees and guests. Since the Pandemic we have updated our policies. Please check our COVID-19 Health and Safety commitment link here: <https://www.skisilverstar.com/mountain-info/health-and-safety/>

## Employee Benefits:

As an employee there are many benefits including:

- Free Season Pass (Winter and Summer)
- Free Season Pass for Revelstoke (Winter)
- Free Lift Tickets to all POWDR-owned Resorts – COVID-19 Travel Dependent
- Free Staff Bus to and from Vernon
- Free Ski/Snowboard Group Lessons (Winter)
- Employee Health and Wellness Program including EFAP services
- Discounts on Food & Beverage, Rentals, Retail and Repairs
- Family and Friends benefits on Lift Tickets and Accommodation

## Responsibilities:

- Provide day to day support for the Safe operations of the Mountain.
- Deliver all the duties as required by Silver Star Mountain in a safe and constructive manner.
- Proactive approach to safety initiatives and constantly seeking ways of improving mountain safety for its staff and visitors alike.
- Provide day to day support for the Safe operations of the Mountain.
- Be responsible for liaison with Patrol and Safety Manager, Assistant Patrol Manager and Dispatch Supervisor in order to facilitate the safe and smooth running of the Mountain.
- Work effectively and efficiently with all departments: Events, Grooming, Guest Services, Human Resources, Lift Operation, Maintenance, Rental/Repair, Security, Snow sport School, Star Kid's Centre, Tickets and Tube Town.

- Monitor radio and telephone communications for all on mountain operations.
- Provide clear and effective radio communication.
- Log all mountain communications daily.
- Communicate and work with all Silver Star departments, Ski Doctors, RCMP, BC Ambulance, SS Fire and any other emergency services.
- Greet injured and/or non-injured guests in the Patrol clinic.
- Ability to produce daily dispatch routine procedures in a productive and efficient manner.
- Record all lift opening, closing and lift stops daily.

**Knowledge, Skills and Abilities:**

- 19 years of age or older
- Grade 12 diploma or equivalent.
- General Typing skills.
- Organizational and multi-task ability.
- Strong understanding of the topography of the mountain, lifts and terrain.
- Strong human relation skills.
- Committed and Honest worker.
- Open minded and approachable personality.
- Ability to remain calm in stressful situations.
- Communications experience under crisis situations an asset.
- Patrol or emergency response and first aid experience an asset.
- Occupational First Aid level III an asset.
- Risk & Safety Management Training an asset.
- ICS-100 Certification an asset.

**Hours:**

- Per week range between 35-40 hours F/T
- Operation hours can range from 7am till 10:30pm
- \$16.50 per hour



As our recruitment video says, “Not your ordinary 9 to 5”. We look for applicants that share in our passion for the outdoors and will embrace all that SilverStar has to offer. SilverStar is part of the POWDR Group. POWDR is an Adventure Lifestyle Company® that is locally focused and delivers soulful experiences because that’s what matters to our guests and communities. At SilverStar, we intend to Play Forever. We believe there is nothing better for the soul than to live a balanced life full of adventure, and we believe those in the future should have the same opportunities we have today. To make this happen, SilverStar is committed to doing all we can to protect the environment and enable participation in adventure.

If you care about the environment and are looking for a memorable role that enhances people’s lives while having fun, SilverStar is the place to be.