

Job Description - Education Program Coordinator

Job Title: Education Program Coordinator (EPC)
Reports to: Program Manager
Term: Seasonal (part-time) or Permanent (full-time)

SUMMARY

Reporting to the Program Manager, the Education Program Coordinator (EPC) oversees the scheduling, hiring and training of Course Conductors and delivery of a region's certification programs, pro-days, pro-sessions and all other on-snow educational events. This individual is the CSIA's regional point of contact for snow school administrators and ski industry stakeholders. The EPC contributes to the research and development of products and services that enrich the member's professional development experience. Working closely with the Regional Administrative Coordinator counterpart, the EPC ensures issues of program registration, program and product refunds, program scheduling and cancellations, general complaints and budget control are managed efficiently and effectively. The EPC is an ambassador for the CSIA and as such must model the values, ethics and professional decorum required and expected by the membership.

PRIMARY RESPONSIBILITIES

- Must ensure that all established program content, testing/evaluation criteria, delivery standards and related educational materials are consistently applied and adhered to within their region;
- Responsible for the hiring and delivery of regional Course Conductor training and all other programs within the established budget, as well as assists with the planning of such events;
- Responsible for keeping accurate and current records / inventory control of Course Conductor (CC) uniform allocation / distribution;
- Serves as a mentor coach to the regions course conductors and assists in the administration of the Course Conductor accreditation pathway;
- Serves as the first point of contact when dealing with real or potential Course Conductor conflicts of interest, breaches of course conductor code of conduct, social media policy, Safe Sport policy or the Course Conductor annual contract agreement;
- Ensures all organizational and provincial Health and Safety policy, procedures and regulations relevant to their workplace environment are followed and shared with their Course Conductors;
- Collaborates with the Program Manager in developing and adhering to the regions annual program budget with the assistance of the Regional Administrative Coordinator;
- Collaborates with the Senior Leader, Course Conductor Training & Development on annual planning, scheduling, and implementation of CCT and development pathways;
- Conducts random audits of program and product delivery which can contribute to suggestions for improvement in program design, content, delivery and Course Conductor training enhancements;
- Reviews and approves all Course Conductor wage and expense submissions that comply with establish policy in a timely fashion;
- Collaborates at the request of the Program Manager, with the Technical and Education and Women in Skiing Committees in the interest of establishing or enhancing CSIA's technical model and ski teaching methodology;
- Coordinates with the Regional Administrative Coordinator to ensure all necessary written material, program kits etc. are received from the National office as required;
- Assists in the administration and execution of any quality assurance program and product assessments

- performed regionally throughout the ski season;
- Adheres to the CSIA accident reporting and investigation procedure in the event of an accident by a course conductor or program participant;
- Coordinates the promotion, production and delivery of annual or special regional program initiatives as requested by the region's board and approved by the Program Manager;
- At the request of a regional board, the EPC will attend their meetings and report on all relevant program and membership matters;
- The EPC will also serve as a conduit back to the Program Manager regarding any regional board matters requiring attention;
- Collaborates with the Product and Education Manager on matters pertaining to needs assessments, design, testing and delivery of new products to be launched regionally;
- Provides feedback and suggestions on behalf of the regional membership and Course Conductors pertaining to the Course Conductor Portal, the member registration experience and CSIA website and social media platform design and functionality;
- Attends and assists in the delivery of EastWest Pro Camps as the request of the Program Manager;
- If applicable, the EPC is the first point of contact when dealing with Reseller/Agent issues.
- At the request of the Program Manager, the EPC is required to attend regional Ski Resort Association meetings and present organizational updates if requested;
- At the request of the Program Manager, the EPC may be required to attend the regional annual general meeting and provide updates as required;
- The EPC should actively make contact each year with as many Snow School Administrators as possible to actively listen to their concerns and suggestions;
- The EPC is required to attend various remote or in-person meetings throughout the year attended by all EPC's to share information and best practices;
- Assists in the Product and Education Manager with contributions to updates or improvements to products or resources;
- The Program Manager may assign special assignments\ projects to an EPC as required;
- Some job responsibilities will be modified for seasonally employed EPC's.

CORE COMPETENCIES

- Interpersonal and Communication Skills;
- Membership and Stakeholders Focus and Quality of Service;
- Decision Making and Initiative;
- Conflict Management.

JOB SPECIFIC COMPETENCIES

- Attention to details;
- Ability to work independently and multi-task;
- Versed in website and social media platforms;
- Job and Technical Knowledge;
- Partnership.

QUALIFICATIONS AND EXPERIENCE

- Level 4 CSIA certification is required;
- Experience dealing with sensitive and confidential matters;
- Training in conflict management and project management is a decided asset;
- Ability to multi-task is essential;
- Ability to work independently;
- Experience working in a cross-functional reporting structure;
- Experience creating and leading a high performing team;
- Politically savvy;
- Strong public speaking skills is essential.
- If applicable, bilingualism is required;
- Experience in financial\budget management is highly preferred;

- College or University degree\diploma in sport, education or administration is a decided asset.

REQUIREMENTS

- Must reside in the region of employment for the term of the employment contract;
- Must pass an Enhanced Criminal Background Check annually;
- Must be a member in good standing with the CSIA;
- Must have previous Course Conductor experience;
- Must have general knowledge of Word, Excel and PowerPoint.

WORKING CONDITIONS

- Working conditions include a primarily home work environment with seasonal alpine ski and teaching related activities. Work will require a flexible work schedule (weekends, evenings, etc.) and travel will be required within Canada. A valid automobile license and vehicle is required with extensive travel conducted throughout the Region. Occasional air travel within Canada is required.
- The incumbent must be capable of performing all the physical requirements of an accomplished ski instructor in a variety of outdoor weather and snow conditions.
- Maintaining a professional appearance and providing a positive brand image to the public is essential to this position.