

## **DETAILED JOB PROFILE – CSIA Program Manager**

Job Title: CSIA Program Manager  
Reports to: Senior Director of Programs & Education  
Status: Permanent, full-time position

### **SUMMARY**

Reporting to the Senior Director of Programs & Education, the Program Manager is responsible to ensure the established technical, teaching methodology, certification standards and educational products/materials are applied, distributed, and delivered consistently across Canada.

The Program Manager must develop and administer various means of measuring and enhancing the quality of all CSIA programs to meet the needs of the membership, Snow School Administrators, Resort Managers, and the skiing public. To accomplish this mandate, the Program Manager must also oversee the hiring process, training, mentoring, evaluation, and accreditation of all Course Conductors who deliver CSIA programs.

The Program Manager plays an important role in creating and maintaining standards of excellence in the development and certification of the membership by creating a culture and pathway for continuous learning and personal development.

### **PRIMARY RESPONSIBILITIES**

- Currently this position has a combination of coordinators and administrators reporting to the Program Manager totalling 5 FTE's and 7 seasonal employees.
- Responsible for the overall performance and associated business processes administered by the Program Coordinator who in turn directly oversees the Regional Administrative Coordinators.
- Responsible for the overall performance and associated processes administered by the Educational Program Coordinators.
- Ensures that all established program content, testing criteria, delivery standards and related educational written materials are consistently applied, distributed, and delivered across Canada.
- Controls, monitors, and approves all program expenditures in compliance with established and approved policy and procedures.
- Responsible for the on-going pursuit of cost efficiencies and controls throughout the Program Managers scope of authority.
- Recommends the introduction or enhancement of policy and procedures to the Senior Director of Programs & Education.
- Educates and enforces all CSIA Health and Safety policies and procedures applicable to their employees and hired Course Conductors.
- Applies and administers all related CSIA Human Resource Management policy and procedures to their employees and hired Course Conductors.
- Contributes feedback and recommendations on all technical, teaching methods, educational products, and written material through the Senior Director of Programs & Education to the Technical and Education Committee and Women in Skiing Committee.
- The Program Manager may sit on the Technical & Education Committee and attend meetings of the Women in Skiing Committee at the direction of the Senior Director of Programs & Education.
- Prepares Program budget reports, program performance statistics and analysis and supply/demand reports to the Senior Director of Programs & Education as required.
- Responsible for the development and administration of all National and Regional Course Conductor training content and delivery in collaboration with the Technical and Education Committee.
- Collaborates with the Women in Skiing Committee to support their mandate and program delivery.
- Responsible for the development and administration of a Course Conductor accreditation pathway and record keeping system that includes documented accreditation criteria, practical experience requirements and formal evaluation processes for Course Conductors.
- Contributes to the annual review and modification, if necessary, of Course Conductor Agreements.

- Assumes the point of contact role for all potential or real matters of Course Conductor conflict of interest or non-compliance with the CSIA Safe Sport policy.
- Collaborates with the Technical and Education Committee and Women in Skiing Committee on matters related to course outlines, testing\evaluation criteria, course conductor support materials and various program pilot programs being considered.
- Ensures all program resources needed by the Educational Program Coordinators is provided in a timely fashion.
- Oversees the performance and delivery of support service by the Lead Program Administrator to the Regional Administrative Coordinators and Educational Program Coordinators.
- Responsible for the monitoring and delivery of all program and educational written materials in both official languages.
- Responsible for the administration of a program and product delivery “quality assessment system “to evaluate program delivery consistency, mentoring and training needs for course conductors, testing adequacy and confirmation of participant learning acquisition.
- Responsible for the delivery of all on-snow educational products developed for the Membership.
- Collaborates with the Senior Director of Programs & Education and the Senior Director of Finance and Shared Services on matters related to program budgeting, program and product pricing and Course Conductor wage and expense policy.
- Conducts all training required for Course Conductors on matters pertaining to CSIA’s Safe Sport policy and procedures relevant to departmental employees and contractors (Course Conductors).
- Provides input to the Senior Director of Programs & Education in advance of the National\Regional Operating Agreement renewal process.
- Regularly contributes to member and industry communications and marketing strategy pertaining to programs, products, and educational development for members.
- At the request of our regional partners, will attend Regional Board\Committee meetings to seek feedback and brief our regional partners on program progress and future initiatives.
- Collaborates with those in the organization responsible for developing new educational products to assess needs assessments, content, pricing, delivery logistics and promotion strategies.
- Collaborates with the Senior Director of Finance and Shared Services on ways to apply Information Technology solutions to improve efficiency and effectiveness within the Programs & Education Department.

## **QUALIFICATIONS AND EXPERIENCE**

- A university bachelor’s or master’s degree in sport, business administration or education. An equivalent mix of education, professional development and training and practical experience in a similar organization may also be acceptable.
- 5 years experience in management.
- Strong verbal and written communication skills. Fluency in both of Canada’s official languages is a decided asset.
- Formal education and training in program development, learning theory, testing\evaluation standards and quality control systems is a decided asset.
- Strong interpersonal skills with experience in developing relationships and collaborating with a broad range of stakeholders, such as volunteer committees, boards, Snow Schools, sponsors, contractors, and Members.
- Certification, accreditation and\or training in program design, e-learning, learning theory, testing\evaluation theory, facilitation, project management etc. is a decided asset.
- Minimum CSIA Level 4 Certification or equivalent is required.
- Proven record of managing a high performing team that might include employees, volunteers, and contractors.
- Exposure to negotiations and dispute resolution strategy.
- Experience in writing policy and procedures is required.

## **REQUIREMENTS**

- Must be eligible to travel throughout Canada extensively.
- The successful candidate will be required to undergo an Enhanced Criminal Record Check and/or vulnerable sector check, safe sport training and other screening requirements.
- A valid Canadian driver’s license is required.

## **CORE COMPETENCIES**

- Effective People and Communications
- Conflict Management
- Team leadership
- Analytical

## **JOB SPECIFIC COMPETENCE**

- Sound knowledge of ski technique and teaching methodology
- Writing skills
- Sound knowledge of program design and development
- Ability to multi-task
- Detail and structure oriented

## **WORKING CONDITIONS**

- Working conditions consists of both a normal office and outdoor alpine skiing environment. Work will require a flexible work schedule (weekends, evenings, etc.) and frequent travel will be required within Canada and on occasion, travel overseas. The primary workplace is located at the Montréal office but working from home according to the company policy will be allowed when not interfering with productivity.
- Visibility requires maintaining a professional appearance and providing a positive company image to the public.