

## **CSIA PROGRAM MANAGER DETAILED JOB PROFILE**

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 for the delivery of all educational products developed for the membership; ensuring 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 delivery for 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 Course Conductor (CC) accreditation program (including the CC training and mentoring programs), the CC selection process and program evaluations.

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. The Program Manager collaborates with the Manager of Products and Education, on projects and matters related to program content, standards, and educational delivery.

### **PRIMARY RESPONSIBILITIES**

#### Program Operations

- Ensures that the delivery of educational products across Canada, follow and apply established program content, testing criteria, delivery standards and related educational written materials in a consistent manner.
- Controls, monitors, and approves all program expenditures in compliance with established policies and procedures; ensuring on-going pursuit of cost efficiencies throughout their scope of authority.
- Reviews and provides recommendations for the introduction or amendments to policies and procedures that falls within their scope of authority.
- Prepares various reports including budget/cost analysis, performance statistics and analysis, supply\demand analysis or any other reports that fall within their scope of responsibility for the Senior Director of Programs & Education and management team, as required.
- Collaborates with the Manager of Products and Education and its team in the creation and refinement of educational products and program resources. This includes assisting in the
  - o collection and organization of video and educational materials;
  - o the offseason development and production of educational assets such as eLearning modules, video editing, technical documentation, and teaching methodology content;
  - o the needs assessments, content, delivery logistics, as well as proposed pricing, and promotion strategies for new educational products developed.
- Collaborates and provide feedback/recommendations in the development and deployment of technical content, teaching methods, educational products, and written material work, as required by the Senior Director of Programs & Education
- Actively participates and/or collaborates with the Technical and Education Committee and Women in Skiing Committee to support their mandate and the implementation of their various projects.

- Responsible for the administration and the proper delivery of all Course Conductor trainings (including code of conduct, on-snow and online), as well as assisting in the development of its content.
- 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 evaluation.
- Ensuring that the delivery of all program and educational written materials is available in both official languages.
- Responsible for the administration of a “quality assessment system” to evaluate program delivery consistency, mentoring and training gaps for course conductors, testing adequacy and confirmation of participant learning acquisition.
- 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.

#### Stakeholders and Outreach

- Collaborates with the Regional Board/Committees to ensure that their events/programs are properly scheduled, available and delivered. May be required to attend meetings to seek feedback or provide information related to CSIA programs and future initiatives.
- Provides input to the Senior Director of Programs & Education and Senior Director of Finance and Shared Services in the renewal of the National\Regional Operating Agreement.
- Regularly contributes to member and industry communications and marketing strategy pertaining to programs, products, and members educational development.
- 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.

#### HR and Contractor Management

- Directly manages the Regional Educational Coordinators and the Lead Program Administrator, providing direction in areas such as work assignment, performance management and onboarding/training. As well as overseeing the management of Regional Administrator Coordinators by the Lead Program Administrator.
- Contributes to the annual review and modification, if necessary, of Course Conductor Agreements.
- Educates and enforces all CSIA Health and Safety policies and procedures applicable to their reports and contractors delivering CSIA programs (Course Conductors).
- Applies and administers all related CSIA Human Resources Management policies and procedures to the employees under their authority, as well as ensuring documentation is properly archived.
- Establishes and ensures proper resources and tools required by staff within their scope of authority are available to accomplish their tasks.
- Assumes the point of contact role for matters of Course Conductor conflict of interest or non-compliance with the CSIA Code of Conduct.

### **QUALIFICATIONS AND EXPERIENCE**

- A bachelor’s degree in sport, business administration or education. An equivalent mix of education, professional development/training and practical experience in a similar organization may be acceptable.
- 5 years experience managing a high performing team (incl.: employees, volunteers, and contractors).
- Strong verbal and written communication skills. Fluency in both French and English is a decided asset.
- Formal education and training in program design & development, e-learning, learning theory, testing\evaluation standards and quality control systems is a decided asset.
- Project management experience 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.
- Minimum CSIA Level 4 Certification or equivalent is required.

- Exposure to negotiations and dispute resolution strategy.
- Demonstrated proficiency in video capture and post-production, including filming, editing, and preparing high-quality instructional content.

## **REQUIREMENTS**

- Travel will be required within Canada and on occasion, overseas .
- 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**

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

## **JOB SPECIFIC COMPETENCIES**

- Job and Technical Knowledge (incl.: ski technique, teaching methodology, program design and development)
- Team Leadership skills
- Writing skills
- Ability to multi-task
- Detail and structure oriented

## **WORKING CONDITIONS**

- Working conditions will mainly consist of normal office work with some outdoor alpine skiing environment work. This position will require a flexible work schedule (weekends, evenings, etc.). The primary workplace is located at the Montréal office (working from home according to the company policy will be allowed). For candidates not living in the Montreal area, remote work will be acceptable.
- Visibility requires maintaining a professional appearance and providing a positive company image to the public.