

APPENDIX 'A'



JOB DESCRIPTION Program Manager

Reporting To: Director of Program Operations
Working With: All departments

GENERAL DESCRIPTION

- The *Program Manager* ensures the effective delivery of CASI courses and programs, specific to their region, and along with their respective *Program Admin Coordinator* (if applicable) is responsible for program quality assurance, scheduling, and overall administrative functions related to courses and program delivery.

MAJOR RESPONSIBILITIES

The Program Manager is responsible for:

- Planning, organizing and scheduling courses and programs including: Level 1 Instructor, Level 2 Instructor, Park 1 & 2 Instructor, Level 3 Course, Level 3 Exams, Member Sessions;
- Setting up courses in the registration database in time for the registration opening date, and as required;
- Hiring qualified course Evaluators to present courses;
- Reviewing and approving Evaluator invoices and fees / expenses;
- Ensuring Evaluator fees / expenses are recorded and paid;
- Assessing the quality of course Evaluator's presentation, and working with the *Director of Education & Programs* and *Director of Program Operations* to provide performance management and development;
- Developing, nurturing, and maintaining close working relationships with all resort partners and specific resort personnel. Maintaining records of resort contacts and relevant information/notes on an ongoing basis.
- Developing, nurturing, and maintaining a strong, engaged, and motivated evaluator team in the region. Will include regular outreach and team-building initiatives as appropriate. Maintaining records of evaluator contacts and relevant information/notes on an ongoing basis.
- Maintaining on-going identification and recruitment of new Evaluators and facilitating the continued development of current Evaluators;

- Coordinating the Evaluator Mentorship and Apprenticeship programs, with the support of the *Director of Education & Programs*;
- Managing member inquiries regarding courses in their region;
- Working with their respective *Program Admin Coordinator* to ensure course logistics and administrative tasks are completed (uniform distribution and tracking, course transfers, cancelations, packing slips, course inventory & reporting, etc.) according to CASI policies;
- Ensuring that national course SOP's are adhered to in the running of programs in their region;
- Ensuring that course participation classes (i.e.: attended, complete, incomplete, canceled, transferred) are accurate and reported following each course;
- Maintaining open and productive relationships with key stakeholder groups – snow schools, Evaluators, members, resort management, CASI staff, etc.;
- Participating as staff representatives on technical committee(s), and attending committee meetings and events, as required or directed;
- Attending industry-related events or functions, as directed;
- Assisting in the assessment and improvement of course-related issues including content development and procedural improvements;
- Teaching a minimum of one course and or member session at each level of certification held per season, and/or on an as-needed basis to ensure courses / sessions are provided to resorts;
- Assist the *Director of Program Operations* and/or *Director of Education & Programs* in off-season educational projects and initiatives, as required or directed.

KEY SKILL SETS

- Highly-collaborative, innovative professional who is a self-starter and has strong inter-personal skills
- Experience in delivering CASI courses as an Evaluator
- Knowledge of the Canadian ski/snowboard resort environment, key contacts, and regional considerations
- Ability to work collaboratively and positively with contractors and staff groups