

Snow Clearer - Position Description

Position Title: Snow Clearer	Unit: Operations	Date: February 2011	
Reports To: Snow Clearing Supervisor	Direct Reports: Nil	Position Status: Seasonal	Band: 4

Primary Objective

Provide a customer focused snow clearing service and undertake other plant operation duties as required.

Organisational Environment

Falls Creek is Victoria's largest alpine resort and a major tourist destination in North-Eastern Victoria. The resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park.

The Falls Creek Alpine Resort Management Board is accountable for the development, promotion, management, and use of Falls Creek's 1,535 hectares. Appointed by Victoria's Minister for the Environment, the Board operates under the Alpine Resorts (Management) Act, which sets out the objectives for the management of Victoria's alpine resorts and aligns with the Victorian Government's Alpine Resorts 2020 Strategy.

The Snow Clearer's positions operate throughout the snow season delivering snow clearing services to the Falls Creek Alpine Resort. It is the aim of FCRM to ensure that the access road to Mount Beauty stays open throughout the snow season and wheel chains are fitted when and where required to ensure the safe and comfortable travel of guests to the Resort. Snow Clearer's are responsible for ensuring car parks are clear of snow prior to the arrival of guests each day.

Organisation Vision Statement

To deliver the most memorable leisure, sporting and adventure experiences in Australia's unique Alpine landscape

Organisational Values

Safety First	Our concern for safety, health and the environment is paramount.
Teamwork	Our own individual success comes from our contribution to team efforts and commitment to team goals.
Respect for people	We have mutual understanding and respect for each other as team mates and also for our guests.
Integrity	We are consistent, trustworthy and transparent in the way we do business.
Vibrancy	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work.
Environmentally aware	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.

Key Working Relationships

Internal – Snow Clearing Supervisor, Operations Manager and Transport Services staff.

External – Stakeholders and Visitors.

This position is one of Officers reporting directly to the Services Supervisor

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The primary focus of the Snow Clearer positions is to ensure the roads and car parks to, from and within the Resort are remain clear of snow and are easy and safe for guest travel. The positions are often required to work long hours, specifically early in the morning to ensure overnight snowfalls are cleared from the snow prior to guests arriving at the Resort.

Major Accountabilities:	Performance Criteria:
1. Operate a variety of plant and equipment to ensure the Bogong High Plains Road and Resort car parks are clear of snow and are safe for travel by guest vehicles.	Customer feedback. Manager observation.
2. Conduct other snow clearing duties around key Resort infrastructure, some foot paths and steps using small plant and hand tools.	Customer feedback. Manager observation.
3. Conduct other plant operation to improve/maintain Resort infrastructure.	Manager observation.
4. Conduct all duties in a safe, professional and conscientious manner.	Zero workplace injuries. Manager observation.
5. Assist visitors with Falls Creek Alpine Resort Information.	Customer feedback.
6. Assist with the control and management of resort parking areas and traffic.	Customer and supervisor feedback
7. Operate 2-way radios to assist with the management of traffic flow and car parking.	Visitors are transported efficiently and expeditiously.
8. Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
9. Report any significant matters arising in the course of duties to the supervisor.	Communication mechanisms are utilised and any significant matters are reported.

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Key Challenges

Major challenges include:

- Delivering customer focused snow clearing services at often irregular hours in a harsh alpine environment;
- Managing high workloads;
- Managing varied and conflicting demands to meet agreed standards and timelines;
- Assisting to deliver high quality outcomes;
- Providing accurate, complete and timely information; and
- Establishing effective, **professional working relationships** with high standards of customer service.

Position Dimensions

Budget responsibilities: Nil

Direct/indirect reports: Nil

Decision Making

This position operates within clearly defined organisational policies, procedures and delegations and receives specific direction from the Operations Manager and Snow Clearing Supervisor. Decisions and recommendations are constrained by FCRM policy and practice. The position will clarify and resolve problems using established procedures defined through organisational and legislative requirements.

Qualifications, Skills, Knowledge and Experience

- Extensive experience in plant operation in an alpine environment during the snow season;
- A strong focus on safety;
- Excellent customer relations skills;
- Ability to work in a harsh alpine environment;
- Ability to exercise sound judgement and carry out instructions with minimum supervision;
- Demonstrated ability to operate as an effective team member;
- Effective communication and interpersonal skills;
- Medium and Heavy Rigid truck license. Articulated wheel loader, Grader, bobcat licences an advantage.
- Current motor vehicle licence..

Verification:

We certify that the content of this position description is accurate:

Position Holder: _____ / /

Manager/Supervisor: _____ / /