

Junior Instructor Handbook

2023-2024

This handbook is designed to be a resource for Junior Instructors, and the duties specific to them.

Additional information can be found in the Snowsports School Instructor Handbook and the Schweitzer Mountain Handbook.



Daily Responsibilities for Junior Instructors

8:00 On Snow, in uniform, Lesson Area Set up

On your way out to the snow be sure to review what is needed at the Cocoa Hut.

If you finish set up early you will need at least 15 minutes to be able to take a free run and make it to lesson line up on time. Make sure you switch out your jacket before enjoying a free run.

Lesson Line Ups - Review Whiteboard in locker room to know which lesson lineup to head to.

8:45 MX line up

- Go to the Yurt
- Help vest up kids 6 and younger
- Meet up with the coach/team you are assigned to help

9:45 Kinder Kamp (KK) line up

- Go to the outer side door
- Meet up with the coach/team you are assigned to help

9:45 Kids Group Lesson line up

- Go to the Lesson Meeting sign
- Meet up with the coach/team you are assigned to help
- Assist classes and ride up the chairlift with vested kids

11:45 MX lunch time – take my 30 minute lunch break

12:00 Morning clean up

- Wipe down tables in the locker room and cocoa serving area in the yurt
- Check cocoa carafes and water supply
- Check cups, paper towels and other possible items to restock

12:15 KK and Kids Group lunch time – take my 30 minute lunch break

12:15 MX afternoon lineup - repeat morning process

12:45 KK and Kids Group afternoon Lineup - Repeat morning process

3:15 Lesson area Tear Down and Cocoa Hut clean up

3:45 Should be done for the day

Punch in and out on UKG every day!

Set Up and Teardown

Mountain Xplorers, Dish, Magic Carpet, Enchanted Forest

Set Up needs to be completed before lesson line-ups start. There will usually be 2 or more Junior Assistants to complete these tasks.

As you leave the locker room grab the following:

- Liquid waste cocoa bucket
- FULL freshwater jug
- Clean cocoa carafes

Tasks to be completed in order:

1. MX set-up Mountain Explorer setup (MX) (weekends and holidays only)
 - a. Drill in level flags
 - b. Pull out the bin with vests
 - c. "Meet – Here" sign to the top of the Magic Carpet
2. Group Lesson area set up on old Chair 2 mound
 - a. Drill in level signs
 - b. Hang vests on level signs
3. Dish set up
 - a. Set up fencing and flag perimeter
 - b. Set out teaching props and Magic Wands
4. Magic carpet set up
 - a. Drill animals and flowers on sides of run
 - b. Set up brush course and cones on the Magic Carpet Run
5. Candy Cane course
 - a. Setup (weekends and holidays, weather and lesson dependent) on skiers left of the enchanted forest run. Set this up longer and wider than the course on the magic carpet.
6. **Return the drill to the yurt** once set up is complete

Teardown

At the end of the day, reverse the above order - Tuck everything back into bed for the night.

- Take down all props from lesson areas and return to the yurt
 - Leave wooden animals on the carpet
- Collect vests and place in bin and return to the yurt
- Restock & Clean Cocoa Hut
 - **Always take out trash!** Trash chute in lower level of Lakeview Lodge

Note on your timecard that you will be paid 30 minutes for setup, and 30 minutes for takedown. With two people, it is easy to accomplish these duties within this timeframe once you become used to the procedure.

Cocoa Hut / Yurt

The Yurt is an area where instructors may take their classes for a **brief** break and have a **small** cup of hot cocoa. It is NOT for the general Public. When you are making cocoa for children YOU make it, not the child! Make only ½ cup and be sure to add cold water! Dump excess cocoa into the waste bucket.

Not into the trash or in the snow outside.

Set Up

Taks to be completed in order:

1. Clean cocoa carafes and liquid waste bucket
2. Fill the cold water jug
3. Fill the hot water urn to the top
4. Grab the liquid waste bucket and water jugs before leaving the locker room and load into a sled
5. In the yurt confirm there is at least 1 full sleeve of cups, napkins, & stir straws in the cupboard
6. Pick up and wipe everything down in the yurt
7. Restock the yurt cupboard and drawers
 - a. Cleaning spray, paper towels, garbage bags, 2 bags cocoa mix, 2 sleeves hot cups, 1 sleeve cold cups and stir straws
8. Place cocoa in the plastic container on the counter
Use scissors to open the bags of cocoa to pour in the bin. If you don't, the cocoa will blow up in your face.
9. Make hot chocolate in metal carafes (not the hot water urn)
 - o Use 1 water cup full of cocoa powder
 - o Fill the carafe halfway with hot water, replace the lid and shake
 - o Add more water once the cocoa is well mixed

When you are done and think you have nothing to do, just look around and see if your teammates need assistance. If you are not assigned to assist a lesson, check in with a supervisor before you leave.

Teardown

- Refill water hopper with the remainder of the cold water
- Wipe down tables and cocoa service counter
- Make note of anything that needs to be re-stocked
- Return empty water jugs and bucket to the locker room
- Clean out the liquid waste bucket every night in the locker room sink
- Clean out the cocoa carafes every night in the locker room sink

How to Assist with Lessons

This will undoubtedly be the most fun part of your job! You will be paired with a coach, they will give you directions on how you can help them. When classes are larger you will be the coaches second set of eyes to keep track of all the students. Coaches will tell you what they need, but feel free to step in and assist when you see a student need something. You will primarily be working with children under the age of 7. The primary goal is to connect with the kids! Ask them questions; find out what their favorite tv character is or if they have pets at home. You are also their caregiver so please be responsible and keep their safety in the forefront of your mind.

Coaches are **NOT** to leave you with a child to teach them by yourself. If this happens, please speak up to the coach or a supervisor.

Things you might be assisting with:

- Shuttle kids that show up late to classes
- Shuttle kids that need to be moved to between instructors
- Shuttle kids back to Kinder Kamp
- Potty Parties
 - Help kids take their equipment off to use the restroom, but you shouldn't go into the bathroom with them.
- Riding the magic carpet with students
- Chairlift rides with kids
 - Usually you will ride with the vested kids
- Help students that fall, get up
 - Don't just pick them up, but coach them through the process
- Assist the coach take a class down a ski run
 - You should not take a student down the Creekside Express runs by yourself

Key Takeaways of being a Junior Assistant:

1. This job is a solid foundation of skills to help you work in the snowsports industry during and after high school.
2. It will give you insight on how to pursue career opportunities in the snowsports industry after high school or a higher-level education program.
3. Develop your leadership and public speaking skills to help you succeed in whatever career you choose to pursue.

TIMEKEEPING CLOCK IN & OUT

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OVERVIEW: This guide walks you through how to clock in and out on the UKG Dimensions website. The steps below are the same when using the UKG Dimensions (Kronos) mobile app. Depending on your location, you may also be able to punch in and out at a physical time clock with a sticker, badge, your employee ID, or finger scan.



CLOCK IN & OUT

1. From the **homepage**, find the **Punch** file
2. Click the **Type** dropdown and select **Punch In**
3. Click **Submit**
4. When clocking out, repeat the steps above but select **Punch Out** from the **Type** dropdown, and then click **Submit**
 - a. When you clock out, a screen will pop up asking you to **confirm your punches**; click **Submit**
 - b. Depending on your location, you may also be asked to confirm you were given the **opportunity to take a break**
5. If your punches are incorrect, can you **edit your timecard** by following the steps below



CLOCK OUT FOR A MEAL

1. From the **homepage**, find the **Punch** file
2. Click the **Type** dropdown and select **Meal Out**
3. Click **Submit**
4. Once you've returned from your meal, repeat the steps above but select **Meal In** from the **Type** dropdown



Note: You are required to have 30 minutes for a meal break, therefore you cannot punch back in from a meal break before the 30 minutes are up.

EDIT PUNCHES IN MY TIMECARD

1. From the **homepage**, find the **My Timecard** file
2. Click the **My Timecard** **arrow** icon
3. Find the **day** you want to **edit** or **add** a missed punch and click the **In** or **Out** cell in that day's row
4. **Edit** or **add** the information and click **Save**
5. Your saved edits and missed punches will turn **red** until they have been approved by your manager
6. Click **View Pending** to see what punches are pending



TIMEKEEPING JOB TRANSFERS

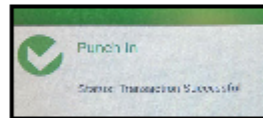
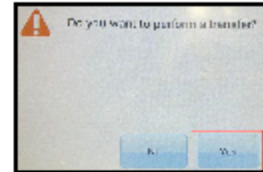
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OVERVIEW: If you have multiple jobs, use this guide to switch between them when punching in (for shifts or after a break) to ensure your hours are assigned to the right job & department and you are paid the correct rate.

TRANSFER JOBS (TIMECLOCK)

1. To clock in under your secondary job, tap **Punch In & log in**
2. Tap **Yes** when the screen asks, "Do you want to perform a transfer?"; you will only see this screen if you have multiple jobs
3. Tap **Start Transfer**
4. Select the correct **Department**:
 - a. Tap the **Location** (this is the highest level of the Company; typically, Alterra/your resort name)
 - b. Tap the **Location** (this is the specific Company your job is under; some resorts only have one option where other resorts have multiple)
 - c. Tap the **Department** (this is the highest level of the Department, e.g., Food & Beverage, Finance & Accounting, Operation, etc.)
 - d. Tap the **Department** (this is specific department within the higher-level Department)
 - e. Tap the **Employee: Department name option**
5. Then, select the correct **Position**:
 - a. Tap the correct **Position ID** number (e.g., P101708)
 - b. If you aren't sure what your Position ID number is, reach out to your HR team
6. Tap **Submit**
 - a. Confirm you receive a green screen indicating the transfer was successful; if the transfer is not successful you will need to go through the process again



TRANSFER JOBS (APP OR WEBSITE)

5. To clock in under your secondary job, find the **Punch** tile on your homepage
 6. In the **Type** dropdown, select **Punch In** or **Meal In**
-  **Note:** When working any secondary job, you **MUST** add a transfer again when clocking back in from your break. UKG doesn't save the transfer from when you originally clocked in.

7. Click **Add Transfer**
8. Depending on the job you are transferring to, the steps will vary on the Transfer Panel as outlined below - you will only complete 1 of these 3 options:
 - a. **Option 1: Business Structure:** You're transferring to the same position as your primary job, but a different department/location (e.g., your primary job is a bartender at Truffle Pig Restaurant, but you work a bartending shift your secondary job at Saddles Restaurant)
 - i. Click **Add Business Structure**, select the job you're transferring to in the **Jobs with location** section (this should have a blue line next to it), then click **Ok**
 - ii. Do not touch **Labor Category**
 - b. **Option 2: Labor Category:** You're transferring to the same department/location as your primary job, but a different position (e.g., your primary job is a bartender at Saddles Restaurant, but you work a shift as a server for your secondary job, also at Saddles Restaurant)
 - i. Click **Add Labor Category**, click **Add HR Job**, select your **Position ID** from the dropdown options, then click **Ok**
 - ii. Do not touch **Business Structure**

