

## Skills Instructor Position Description

### Document Control

Document Title	Skills Instructor Position Description
Document Type	Position Description
Document Number	SS-HR-PD-006
Date Originated	13 July 2010
Author	Naomi Kilby
Authorised By	Naomi Kilby
Revision Number	
Revision Date	
Reason Revised	

### Position Details

Position Title:	Skills Instructor
Department:	Operations
Award:	Amusements, Events and Recreation Award 2010
Classification:	Level 3
Work schedule:	Casual, variable roster
Location:	NSW
Review period:	Annual
Supervisor:	Operations Manager

### Position Summary

Instructs outdoor activity by performing the following duties.

### Essential Duties and Responsibilities

The Skills Instructor has the following essential duties and responsibilities. Other duties may be assigned.

- Plan and meticulously organize daily activities and multi-day trips
- Instruct within area of qualification or experience
- Equipment maintenance and repairs
- Develop and maintain activity and associated paperwork
- Train and mentor junior staff
- Co-ordinate support staff and resources necessary for trips
- Manage emergency situations
- Assist support staff where necessary to get the job done
- Comply with all company policies and procedures and BOAC Code of Conduct

## **Competency**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical – Synthesizes complex or diverse information; uses intuition and experience to compliment data.
- Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyses information; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Oral communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written communication - Able to read and interpret written information.
- Teamwork – balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Leadership – exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organisational values.
- Strategic Thinking – Develops strategies to achieve organisational goals; understands organisation's strengths and weaknesses.
- Planning/Organisation – Prioritises and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

## **Qualifications**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The individual will have a minimum of 2 years experience in the eco-tourism or outdoor education industry. The following qualifications are required:

- Cert IV in Outdoor Recreation or equivalent for field
- Remote Area First Aid
- Driver's Authority