Ambassador and Ranger Information

Thank you for your interest in Powder Ridge Mountain's Ambassador Program. Powder Ridge Ambassadors are the welcome team, guides and friendly faces on the mountain. They are highly visible, approachable people whose purpose is to make every guest feel welcome, informed and confident. Whether someone is visiting Powder Ridge for the first time or has been skiing here for twenty years, an Ambassador is the person they know they can approach. When guests see an Ambassador jacket, we want them to think "this person can help me." This position is called an Ambassador during ski season and Ranger during mountain biking season.

PREREQUISITES FOR BECOMING AN AMBASSADOR/RANGER

- At least 15 years old.
- Intermediate-level skier/snowboarder.
- Successful on-snow evaluation.
- Candidates will be evaluated for both on-snow ability and their ability to demonstrate the welcoming, approachable, guest-focused demeanor expected of a Powder Ridge Ambassador.

POWDER RIDGE AMBASSADOR/RANGER STANDARDS

- **Be Welcoming** – Spot the guest who is looking around. Smile, say hello and start a conversation.
- **Be a Guide** – Help guests find ticketing, rentals, the lesson area, lodge and appropriate trail options.
- **Be a Connector** – Connect guests with Guest Services, Ski School, Food & Beverage, Ski Patrol, Lift Operations, Events and Activities.
- Be visible. Be approachable. Be knowledgeable. Be proactive. Be patient. Be positive. Be kind.
- Ambassadors and Rangers are the friendly people who care about a guest's day. We don't stand behind a counter hoping everyone has fun – we bring hospitality onto the mountain.

BECOMING AN AMBASSADOR/RANGER

There are several steps to becoming an ambassador or ranger:

1. Register with National Ski Patrol. Become affiliated with Powder Ridge Ski Patrol.
2. Pay your annual dues (approx. $130)
3. Complete the Outdoor First Care Course online (approx. 3 hours)
4. Complete the Outdoor First Care Skills in-person assessment (approx. 4-hour class)
5. Complete CPR Certification (3-hour in-person class)
6. Complete FEMA ICS 100 (2 hours online)
7. Complete Youth Protection training (1-3 hours depending on provider)
8. Participate in On-Hill Refresher with Ski Patrol each fall. (1 Saturday per year, usually in November)

9. Mandatory Lift Evacuation training (2-4 hours) (Take part in a minimum of one of 3 opportunities throughout the year)
10. Optional Snowmobile Training (1-2 hours)
11. Required training commitment is approximately 15–20 hours, excluding optional snowmobile training.

Outdoor First Care (OFC) Course (Part 1 - online)

- This course is taught completely online by National Ski Patrol to NSP standards.
    - Self-paced study: Watch all online chapters and complete review quizzes. Pass the final test.

Outdoor First Care (OFC) Skills Assessment (Part 2 – in-person)

- Time commitment is 4 hours.
- Participation is mandatory.
- Practical skills and scenario-based training on the hill in realistic conditions.
- Skills assessment by Ski Patrol Instructors.

CPR

- An American Heart Association **Healthcare Provider-level CPR with AED** is required if you are not already certified at this level. There is no additional cost for this course and certification. The date is announced in the fall. If you are unable to attend the scheduled class, you will be responsible for obtaining the required certification through another approved provider. Approved certification courses are offered regularly throughout the community.

Youth Protection Training

- Because our mountain has so many young families and children, each member of Ski Patrol and Ambassador/Ranger is requires to participate in a youth protection certification course. These courses require ~3-hours of your time and many existing certifications are accepted.
- Powder Ridge Ski Patrol has access to the Armatus online training through Praesidium. The certification is valid for three years and is provided at no cost. You must complete all 3 of the following modules:
    - Duty to Report
    - Preventing Sexual Activity among Adolescents
    - Meet Sam

AMBASSADOR/RANGER EXPECTATIONS

The first job of an Ambassador or Ranger is supporting the guest experience. However, at Powder Ridge, everyone pitches in. As a small mountain, our success depends on people stepping beyond narrow job descriptions when the mountain, our guests, or another department needs a hand; Ambassadors and Rangers support Patrol and Mountain Operations willingly, within their training and direction. Helping where help is needed isn't "extra", it's part of being an Ambassador or Ranger and part of what makes Powder Ridge feel like **one mountain, one team**. As a member of National Ski Patrol, we are members of Powder Ridge Ski Patrol and we work within the structures and scope of PR Patrol.

1. Promote safety in all activities and engage Ski Patrol when safety intervention or enforcement is needed.

2. Address or report unsafe or inappropriate behavior within your training and authority, engaging Ski Patrol when necessary.
3. Assist with chairlift opening and closing procedures as assigned.
4. Conduct trail checks as assigned.
5. Assist with trail opening and closing procedures as directed.
6. Install, move and remove snow fencing and crowd-control fencing.
7. Place signs and barriers around obstacles or hazards as directed.
8. Develop a thorough knowledge of the mountain, trails and facilities.
9. Participate in end-of-day mountain sweeps as assigned.
10. And yes—ski! Enjoy the mountain and the special privilege of getting some of the first and last tracks of the day.

YOUR COMMITMENT TO SKI PATROL

50 Hours – Minimum Annual Requirement

Complete at least 50 qualifying volunteer hours to remain an active member in good standing with Powder Ridge Ski Patrol and the Ambassador/Ranger Program.

Maintaining Your Status as a Member in Good Standing

Once you have attained your OFC Certification and become an Ambassador/Ranger, it is your responsibility to remain in good standing.

- Complete the required OFC refresher online and in-person portions every other year.
- Participate in at least one of the three lift evacuation trainings held annually:
    - Beginning of Mountain Bike Season
    - Beginning of Ski Season
    - Beginning of The Haunt held in October.
- You must hold Healthcare Provider-level CPR with AED. You must recertify every other year, and you must demonstrate required CPR/AED skills annually during the Powder Ridge refresher.
    - CPR Refreshers and renewals are paid for by Powder Ridge.
- If over the age of 18, you must keep current with certification for Youth Protection. Because Powder Ridge serves many children and families, we require every member to remain current with Youth Protection certification.

Our Commitment to You

- We provide a welcoming and encouraging environment where everyone can thrive.
- We prioritize safety in all aspects of our programs and activities.
- We support continuous training, learning, and personal growth.
- We foster camaraderie, teamwork, and mutual respect.
- We create meaningful connections within our community.
- We promote a fun, positive atmosphere centered around skiing, snowboarding, and shared experiences.
- We provide accessible leadership that welcomes questions, concerns, ideas and suggestions..

Benefits of NSP Membership

- See http://www.nsp.org/about/benefits.aspx
- "You are part of a dynamic, respected group of individuals whose love for skiing, snowboarding and all things fun in the snow is matched only by your commitment to helping others." – NSP

- Receive Ski Patrol Magazine.
- Participate in educational programs for small or no fee (skier/boarder enhancement, senior program, toboggan enhancement, OEC enhancement, avalanche, mountain travel & rescue…).
- Access NSP member and pro-purchase programs offering significant discounts on eligible ski, snowboard, outdoor and related equipment.
- Discounts at many mountains and resorts around the country and internationally.
- Build friendships and camaraderie that often extend well beyond the mountain.
- The satisfaction of knowing you have been effective every time you help someone through a tough moment or simply interact with the skiing public.

Powder Ridge Ambassador/Ranger Benefits

Some benefits begin immediately upon joining, while additional benefits are earned through qualifying volunteer service. Paid hours do not count toward annual volunteer-hour requirements. Benefits earned at specific service thresholds are outlined below.

All Members

- 20% Employee Mountain Discount (excluding alcohol)
- $25 Food Gift Card for every 15 Volunteer Hours.
- Powder Ridge Season Pass for members and their families.

50 Hours – Minimum Annual Requirement

- Remain an active member in good standing with Powder Ridge Ski Patrol and the Ambassador/Ranger Program.
- Five 8-Hour Pass Vouchers

75 Hours

- Reimbursement of annual NSP dues

Qualifying Volunteer Hours Include:

- Shift Work during the Winter Season
- Work Details authorized by the Patrol Director
- Local Area Required Training (Lift Evacs, Skills Assessments, Mountain Orientation)

Powder Ridge Ambassador/Ranger Uniform

Powder Ridge Patrol requires black or white pants and an Ambassador jacket during winter and black shorts and a Ranger shirt in the summer.

Ambassador/Ranger Costs:

NSP Dues	Approx. $130
Local Patrol Dues	Approx. $35
Course – Outdoor First Care	$60
Healthcare Provider-level CPR with AED	$0 (Paid for by the Mountain - $60)

Please reach out to our Ambassador/Ranger Coordinator if you have further questions:

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