



## Field Operations Manager

**Job Title:** Field Operations Manager

**Job Site:** Remote, preference for those in the Mountain West or Northwest Region

**Reports to:** Managing Director

**Salary:** \$50,000-\$65,000/year, DOE

**Employment Term:** Full time, salaried

**Employment Start:** March 2022

### SUMMARY

At Adventures in Good Company, we work together to provide the best in small-group active travel. We offer unique experiences around the globe that inspire our travelers and provide meaningful connections to the natural world, ourselves and each other. We are headquartered in Fort Collins, Colorado, but our entire staff live and work remotely. Every team member plays an important role in providing the best experiences possible for our community and we are seeking a detailed and driven Field Operations Manager to join our team.

The Field Operations Manager has the overall responsibility for the successful execution of trips, including guide training and management, risk management, and permitting. The Field Operations Manager is the main point of contact between the office and guides and supervises guides, who are both staff and independent contractors, as well as intern(s).

We welcome applicants from diverse backgrounds that share our passion and our commitment to creating a remarkable customer experience and caring community. We invite all interested applicants to describe for us how they will be a great fit for this position.

### ESSENTIAL FUNCTIONS & CORE ACCOUNTABILITIES

- **Guide Hiring, Training and Management (40%):**
  - Assists with the Guide hiring and onboarding process, including background checks and driving records
  - Collects and maintains Guide hiring agreements, documentation, certifications, skills checklist, and bios
  - Plans and provides ongoing training for Guides, including remote and in-person trainings and workshops
  - Manages the on-trip training and evaluation process for new and existing Guides
  - Oversight and implementation of AGC Guide policies and guidelines, including resource manual, forms and other materials
  - Maintains effective communication with Guides through emails, meetings, newsletters, and more
  - Participates in pre and post-trip meetings with Guides and provides support as needed
  - Assists with meal planning and other trip logistics for all trips based on trip type, lodging, and length
  - Main point of contact for Guides, including when issues arise on trips
  - Helps manage and communicate Guide schedule, including travel to/from trips, and assigns Guides to trips according to skills, ability, and availability
  - Ensures Guides understanding of itinerary details, and highlights key logistics and product differentiators
  - Ensures Guides understand and implement trip styles and branding requirements for AGC
  - Inventory management and shipping of supplies and equipment to Guides as needed
  - Oversees the trip reporting process and collaborates with the Program team on any responses and actions arising from Trip Logs
  - Identifies and resolves logistical issues on trips, working closely with the Program team when relevant
  - Investigates and responds to client feedback/complaints in relation to Guides
  - Assists with performance improvement and corrective action for Guides, as needed



- **Manage and Evaluate Field Operations and Financials (20%):**
  - Helps set and maintain best practices for field expenses, including Guide compensation, travel and other field expenses
  - Works with staff to ensure field expenses, including Guide invoices and cash advances, are reported accurately and processed in a timely manner
  - In coordination with the Managing Director and Program Director, review post-trip trip financials in relation to field expenses to ensure programs stay within budget
  - Develops and manages budgets for Guide trainings, workshops, and retreats
  - Helps develop and distribute a fleet schedule for domestic trips and track fleet maintenance, insurance, and inventory
  - Participates in the program planning to determine field staff, equipment and other needs
  
- **Manage Supplier Relationships and Permitting (15%):**
  - Manages operational data ensuring that all vendor and partner information is accurate and up to date
  - Works with suppliers including DMCs, lodging, transportation, and activity providers across multiple destinations to ensure service and safety standards are met
  - Applies for, maintains, and manages the permitting process for all areas of operation and ensures the Program staff and Guides understand the requirements and restrictions of each permit for all trips
  - Helps research ideas for creating new experiences and partnerships
  - Travels to destinations to meet with suppliers and evaluate current and new itineraries
  - Acts as a resource for the entire team regarding trip-specific information such as activities, lodging, meals, or transportation details
  - Maintains and builds relationships with professional organizations, including the Adventure Travel Trade Association, Leave No Trace, National Association for Interpretation, Alpenglow Education, and others
  
- **Risk Management (15%):**
  - Spearheads and implements company-level Risk Management and Incident Management Plans
  - Reviews standards and format for Emergency Action Plans for all trips
  - Ensures staff and Guides work together to understand and implement company safety policies and procedures
  - Works with Program Managers to ensure suppliers comply with safety standards
  - In the case of a crisis or incident, ensures prompt and efficient action is taken in line with the Incident Management Plan and in coordination with other key staff
  - Reviews and assists with the collection and evaluation of traveler information as it relates to health and safety standards
  - Evaluates commercial insurance coverage and provides recommendations for any changes or additions
  
- **Team Support and Other Duties (10%):**
  - Proposes ways to improve and optimize field operations
  - Participates in meetings to assess and continually improve upon program quality and success
  - Provides effective communication with team and clients to ensure the consistent delivery of high-end service
  - *Pinch hit - small businesses thrive with individuals who are willing to help out as needed*



**ADVENTURES**  
*in good company*

## **KNOWLEDGE, SKILLS, & ABILITIES REQUIRED**

We are seeking an *experienced operations manager*, preferably in the adventure travel space with a proven track record of delivering quality experiences. The right person for this role will have a balance between time spent in the field leading groups, customer service experience, and experience training and managing a team. Preference given to candidates with experience working with DMCs, guides, and government contracts. Specifically, this role requires:

- BA/BS in business management, recreation and tourism, or a related field, or equivalent working experience. A master's degree is a plus, though not required
- A minimum of 3 years of experience in program operations and a minimum of 2 years of field experience leading trips or field programs
- Experience building and leading high-performing teams, and managing remote staff and independent contractors
- Experience training individuals and teams, both in-person and remotely
- Experience managing program and trip costing, factoring in many variables, including insurance and inflation
- Ability to manage crises calmly and effectively and take responsibility for the safety of others
- Outstanding organizational skills, attention to detail, and ability to delegate
- Excellent written and verbal communication skills
- Committed to exceptional standards of internal and external customer service
- Self-starter, able to work independently, and exhibit entrepreneurial skills
- Sincere commitment to work collaboratively and lead by example
- Excellent computer skills are essential, including full working knowledge of G-Suite, Word and Excel, and online databases
- Ability to stay current on latest industry standards and best practices
- Ability to be on-call nights and weekends
- Ability to travel domestically, abroad, and to remote locations up to 30% of the time and sometimes on short notice (ability to obtain valid passport required)
- Ability to engage in physical activities often for multiple and prolonged days, including, but not limited to hiking, kayaking, backpacking, and snorkeling
- Travel and outdoor skills, knowledge, experience and interest

## **PHYSICAL ASPECTS OF THE JOB**

This position requires the ability to look at computer screens for 8+ hours a day, use the computer, telephone, and electronic mail systems; lift 50 pounds; occasionally lead meetings and speak in public, and travel 5-10 times a year to AGC trips, retreats and/or training.

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

## **COMPENSATION, SCHEDULE AND BENEFITS**

This is a full-time, exempt position (average 40 hrs/week). Annual salary range is \$50,000-65,000. Exact placement on range will be determined based on a combination of experience, education and demonstrable skills. Schedule is generally M-F, 8am-5pm MST and flexible to accommodate travel and the ability to be on call nights and weekends. We are located in Fort Collins, Colorado, and prefer applicants from the area, and are also open to remote applicants who live in the



Mountain West or Northwest Region (WA, OR, NV, UT, CO ID, MT WY). Benefits include paid time off, 13 paid holidays, medical, dental and vision coverage, a Simple IRA with company matching, and access to select proDeals.

#### **CONDITIONS OF EMPLOYMENT**

Must have access to a suitable workspace, home office, coworking space, or other area to conduct computer work as well as a good Wi-Fi connection and a quiet space to make and receive regular calls with vendors, colleagues and others and conduct virtual meetings.

#### **TO APPLY**

Please complete the [Field Operations Manager Application Google Form](#). You will be asked to submit a cover letter and résumé as one PDF. Please direct all questions and inquiries to [employment@goodadventure.com](mailto:employment@goodadventure.com).

*Adventures in Good Company provides equal opportunities to all applicants for employment without regard to race, color, religion, creed, sex, national origin, ancestry, age, status as an officer or enlisted members of the military forces, veteran status, disability, genetic information, sexual orientation, transgender status, or any other protected characteristic applicable under federal, state, and local laws.*