

# ADVENTURES

*in good company*

## Field Operations Manager

Northern CO; hybrid remote (remote considered)

### Who You Are:

You are a proven professional in the outdoor industry and you've been a guide or trip leader for a lot of your career. You are a natural leader, strong communicator, and have experience hiring, training and evaluating outdoor professionals. You lead by example and are comfortable teaching, presenting, and assessing performance, as well as having hard conversations with diplomacy and compassion, while simultaneously and enthusiastically celebrating successes.

### What You'll Do:

The Field Operations Manager is responsible for hiring, selecting, and placing guides annually, as well as developing and managing guide onboarding, training and assessment. In addition, this position will oversee risk management, permitting, allocating field resources, and providing field support, as needed.

- Recruit, interview, and hire guides annually, as needed, and collect and maintain guide hiring agreements, documentation, certifications, bios, etc.
- Onboard and train new guides and manage the training scheduling and assessment process
- Oversight and implementation of AGC guide policies and guidelines, manuals and other materials
- Manage the guide schedule and assign guides to trips according to experience, skills, abilities, and availability
- Manage the on-trip training, skills checklist, and evaluation process for new and existing guides
- Maintain effective communication with guides through emails, meetings, newsletters, and more
- Ensure guides understand and implement AGC branding and marketing guidelines
- Inventory management and shipping of supplies and equipment to guides, as needed
- Oversees the trip reporting process, working with the program team on any actions arising from trip logs or incident reports
- Identify and resolve logistical issues on trips, working closely with the program team when relevant
- Investigate and respond to client feedback/complaints in relation to guides
- Assists with performance improvement and corrective action for guides, as needed
- Conduct annual check-ins with all guides, reviewing feedback from evaluations and discuss future planning
- Promote a positive team culture and alignment of the guide team with mission, vision and values
- Helps facilitate the van schedule for domestic trips and tracks field inventory
- Applies for, maintains, and manages the permitting process for all areas of operation and ensures the program team and guides understand the requirements and restrictions of each permit for all trips
- Assists with the planning and implementation of company-level Risk Management and Incident Management Plans
- Guides multi-day trips as per AGC standards and guidelines, as needed and is available for other field support and training

### What You'll Offer:

- A minimum of 4 years of field experience as a guide or trip leader, with a minimum of 1,000 field hours, including guiding internationally
- BA in Recreation and Tourism Management, or equivalent
- A minimum of 1 year of experience managing and supervising a diverse team
- Excellent presentation and instructional skills
- Wilderness First Responder and CPR certification required (If candidate is hired without current certifications, candidate must complete within the first 3 months of hire.)
- Relevant certifications for activities offered (i.e., ACA Kayak, NAI Interpretation, Leave No Trace, Food Handler)
- Valid driver's license with no negative incidents required; ability to acquire a commercial driver's license
- Intermediate computer skills: G-Suite, Excel or Google Sheets, Word or Google Docs, Powerpoint or Slides

# ADVENTURES

*in good company*

- Ability to stay current on latest industry standards and best practices, including risk management
- Ability to be on-call nights and weekends
- Ability to travel domestically, abroad, and to remote locations several times a year 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, swimming and snorkeling

## **Compensation, Schedule & Benefits:**

This is a non-exempt hourly position, is eligible for overtime, and can be full or part-time. For office related duties, the compensation is \$30-35/hour, DOE, adjusting to a daily rate when in the field. The schedule will vary depending on the season and the activity of trips in the field. Benefits include workers compensation, paid time off, sick leave, 14 paid holidays, medical, dental, and vision coverage, life insurance, a cell phone and internet stipend, gear bonuses, and retirement plan; prorated benefits for part-time employees.

## **Work Environment & Physical Demands:**

When in the office, the position is primarily clerical, and this role routinely uses standard office equipment including, but not limited to computers and telephones. When in the field, the position may require prolonged hours of hiking, paddling and other physical activities, as well as driving and operating a motor vehicle, including a 15-passenger van.

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 description.