

OPERATIONS MANAGER JOB DESCRIPTION

North Island Kayak delivers world class guided kayaking tours of Johnstone Strait & the Broughton Archipelago, from Telegraph Cove on northern Vancouver Island, to thousands of guests each summer between the months of June and September. Our goal is to provide guests with a spectacular wilderness vacation experience, while ensuring the safety of all and minimizing any negative environmental effects of our presence. Maximum staffing levels are reached in the months of July & August when our team reaches approximately 35 + people.

The Operations Manager is an important leadership role within the organization. They will exhibit strong computer, organizational and communication skills with strong attention to detail and the ability to manage others and their own time.

Reporting to the owners, the Operations Manager works closely with the Guide Captains, Administration Supervisor, CSR's, administration coordinator and Kitchen coordinator to help ensure the smooth running of the NIK office, kitchen, store & operations in Telegraph Cove. They are responsible for the orientation and training of the shore-based duties of NIK staff, as well as maintaining daily, recurring tasks of the organization's tours.

Primary Responsibilities

- Management & Supervision of the NIK Coordinators, Administration Supervisor and shore-based duties of Guide Captains - including delegation to & monitoring of their tasks & responsibilities.
- Staff scheduling & attendance to achieve expected workload and activity, including publication of staff work schedules, time recording & monthly payroll development. Monitors staff records.
- Supervises day to day financial environment of the NIK store, including petty cash, store credit cards, daily cash and credit transactions, credits & expenditures, documentation and reconciliation of such. Ensures expenses and spending are authorized and appropriate. Invoices & receives payments for our commercial account customers.
- Maintenance of accurate inventory & rotation of consumable goods. Placement & reception of replenishment orders as necessary.
- Monitors usage logs of company vehicles, facility, tools, equipment, etc. are maintained.
- Alerts appropriate staff of condition, security, safety and appearance issues of the Telegraph Cove facilities, staff and equipment. Ensures superior general housekeeping of facilities is maintained by inspection & delegation of tasks.
- On site responsibility for customer related issues, complaints and concerns.
- Maintenance, improvement of and adherence to procedural documentation.
- Develops & maintains staff training & capabilities log and assists in development of plans to ensure backup performance.
- Functions as a communication conduit between the Telegraph Cove facility and the Owners. Develops & reports daily, weekly & monthly performance reports.

Secondary Responsibilities

- Administers in season hiring of housekeeping and general labor support staff.
- Assists in further development of job/task descriptions and procedure documentation.
- Maintains and further develops tools to monitor customer satisfaction.
- Contributes to marketing and social media channels.

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Qualifications.

- Experienced in office management in tourism or similar industry.
- Ability to manage a team, self motivate, take initiative and deliver to deadlines while operating in a dynamic work environment.
- Excellent verbal and written communication skills.
- University Graduate, or considerable demonstrated work experience.
- Skilled with computers, MS Office, basic book keeping and communications technology.
- A robust, outdoor professional able to work well under all weather conditions and able to lift 50lbs.
- Prior supervisory skills; prior management skills and asset.
- Proficiency in English, other languages especially French & German are an asset.
- Valid driver license.

Employee Benefits

- An opportunity to work for an industry leading organization in a beautiful area with spectacular wildlife.
- Great opportunity for long term career advancement & development
- A great work environment with very competitive pay rates.
- Access to subsidized accommodation in Telegraph Cove.
- Team based continuous learning skill development with subsidized further training opportunities.
- Access to Pro-deal purchases from leading outdoor suppliers
- Discounted opportunities to partake of other Telegraph Cove activities and attractions.

Hours and Compensation

The Operations Manager needs to be available full time in Telegraph Cove between April & September. Weekend & evening work will be required. Off season remote work at approx. 80-100 hours per month.

Application Requirements

To apply please review the following requirements and send us an email (hr@kayakbc.ca). Please clearly identify the position applied for and include the following information.

- A current resume & Cover Letter detailing why you are interested in the position and why North Island Kayak should hire you.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates.
- Expected salary & availability dates.