

Title: Director of Cycling Programs

Status: FT Seasonal

Wage: DOE, we're thinking \$20-\$22/hour? You tell us!

Reports to: Owner, General Manager

Employees Supervised: cycling guides



About Us

Whitefish Outfitters and Tours is a small, locally owned/managed tour company based in Whitefish, Montana. We pride ourselves in providing world-class experiences for our guests while also providing lucrative jobs for our guides and employees.

We are young and we are growing rapidly. No two days are ever the same. In our peak seasons of May-September, the management team works hard to ensure the smooth running of daily operations. This does not mean we do not value time off, it does mean that your 8-hour day can easily turn into a 10-hour day if that's what is needed.

Job Summary

The Director of Cycling is a new position within our corporate structure. We're looking for a dynamic leader that wants to make the program their own. This includes everything from route/tour development to managing room blocks, physically running the tours, and working with the management team on marketing/selling the trips.

Our goal is to become the local tour company that offers cycling trips in and around Glacier National Park. Think- Trek Travel, Backroads, Lizard Tours- but with a small, local connection and the exceptional experience that comes with a small business.

This job will (likely) work February-September.

Our team values open communication, and we look forward to discussing this role with qualified candidates.

General Responsibilities

- Working with the management team: develop, market, and sell all in-house cycling tours and trips.
- Maintain/oversee the maintenance of the bike fleet used for these trips.
- Lead/guide, manage, execute in-season cycling trips.

- Develop and maintain a system of organization for trip supplies- everything from food/beverages to bike replacement parts.
- Manage, train, schedule cycling guides- likely a team of 3-5 seasonal staff.
- Ensure smooth day-to-day operations. This entails answering phones, helping get trips/tours out the door, managing guides and their personalities. A little bit of anything and everything.
- Assist with reporting and applications for the upcoming season with the Forest Service and Park Service.

General Leadership Role Responsibilities

- Ensure a safe physical environment for guests and employees.
- Treat employees, coworkers, management and guests with respect and kindness.
- Maintain open lines of communication with management and coworkers.
- Resolve conflicts with guests and/or employees as situations arise or as directed by the General Manager.

Who You Are

The ideal Director of Cycling Programs Manager is dynamic, kind, and energetic. They have experience in the outdoor industry and are passionate about the outdoors and the hospitality/tourism industry. They are looking for a position in which they can grow and contribute creatively. They are proven problem solvers remain calm and clear-headed in stressful situations.

The Ideal Candidate Has

- Managed teams of over 3 employees for 2+ years
- First Aid/CPR certification (required)
- A clean driving record (required)
- A passion for cycling
- Excellent written and verbal communication
- 3+ years of bike maintenance experience (preferred)
- 2+ years of sales experience
- Proficiency in Microsoft Office/Excel/Word (required)
- Ability to learn new software systems