

## Job Description

## Whitefish Outfitters & Tours

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**Title:** Operations Manager

**Status:** FT/YR or FT/Seasonal

**Wage:** DOE, suggested rate is \$18-\$26/hr

**Reports to:** Owner, General Manager

**Employees Supervised:** All seasonal guides & lead guides, rental concessions, reservations staff.



## About Us

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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. It is the employee's job to keep track of their hours and make sure they are happy with their work schedule by taking those hours "back" on alternate days.

## Job Summary

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The Operations Manager manages all seasonal guides and rental concession employees as well as reservationists and retail shop employees. The OM acts as the MOD when the General Manager is not on property or is unavailable for any reason.

### *In-Season Responsibilities*

- Keep guide house organized- take out trash, make sure supplies are stocked (first aid, beverages, snacks). Make Costco and shop runs as necessary for materials, cleaning supplies, etc.
- Keep vehicle logs updated (provided by management) and file gas and vehicle receipts monthly. Keep track of oil changes and any mechanical work completed.
  - o Knowledge of Excel is required.
- Schedule guides in booking software, ensure they are available and not double-booked.
- Assign vehicles to tours.
- Keep City Beach rental concession stocked with all retail products.
- Perform weekly audits on all rental equipment to ensure they are in working order and that staff is storing items properly.
- Guide tours as needed.

- 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.
- Order lunches for all hiking tours and ensure they're organized appropriately.
- Be available via cell phone on days when you're at work.
  - o Expect a few phones calls and/or texts on your days off if you do not connect with MOD prior to your weekend.
- Assist with reporting and applications for the upcoming season with the Forest Service and Park Service.
- Maintain bike rental fleet (summer), maintain ski rental fleet (winter).

#### *Shoulder-Season Responsibilities*

- Pack up/take inventory of all seasonal rental gear and properly store those items.
  - o Create order and maintenance logs for the next season.
- Get vehicles ready for the upcoming season- tire rotations, oil changes, etc.
  - o Make sure all maintenance is logged via appropriate files (provided by management).
- Assist with EOS administration, HR, hiring/terminating, reporting etc.
- Assist with tour development, program building, business development, and future business operations.

#### *General Leadership Role Responsibilities*

- Ensure a safe physical environment for guests and employees.
- Foster a supportive work environment for employees and strive for positivity on a daily basis.
- 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*

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The ideal Operations 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 15 employees for 2+ years
- WFR or WFA certification
- First Aid/CPR certification (required)
- A clean driving record (required)
- Experience with vehicle maintenance (preferred)
- Excellent written and verbal communication

- 3+ years of bike maintenance experience and/or ski tech experience (preferred)
- River, trail, camp, bike, ski knowledge and experience- either personal or professional
- 2+ years of sales experience
- Proficiency in Microsoft Office/Excel/Word (required)
- Ability to learn new software systems

## 2022 Summer Trips & Tours

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Below is a sample of what we offer each summer.

### Scenic Driving Tours

Our scenic driving tours are full day (6-8 hours) experiences that include round-trip transportation, a private guide, and entry into parks. The guide is knowledgeable and well-versed in park history. The group will learn about the formation of the park, the valley, and a variety of other subjects like flora and fauna of the park, native history, and animal habitats.

#### *West Glacier & Polebridge Tour*

OFFERED FROM MAY 1<sup>ST</sup> THROUGH OCTOBER 31<sup>ST</sup>

Our most popular scenic driving tour lasts 6 hours and includes stops at Hungry Horse Dam & Reservoir, Lake McDonald Lodge, and Apgar Village; before heading north on the North Fork Road to the historic homesteading town of Polebridge. This trip is perfect as an introduction to Glacier National Park. Guests will receive a strong foundation of park knowledge and logistics so they are oriented to the area before (potentially) exploring on their own the next few days.

#### *East Glacier & Two Medicine Tour*

OFFERED FROM MAY 1<sup>ST</sup> THROUGH OCTOBER 31<sup>ST</sup>

This is a perfect, “day two” excursion for the group. This trip departs a bit earlier in the morning and lasts 8 hours. This trip also includes lunch. Guests will head directly to the Two Medicine Valley via Highway 2 and Marias Pass. This area is rich in park history and offers spectacular views of the Middle Fork of the Flathead River. They will have the option to explore the Two Medicine area on their own before departing to Kiowa junction or Rising Sun Point via the East entrance- as time allows.

Lunch is provided either on the way or via packed sandwiches.

#### *Flathead Lake & Bison Range Tour*

OFFERED FROM MAY 1<sup>ST</sup> THROUGH NOVEMBER

This full day- 8 hour- trip circumnavigates Flathead Lake and heads south to the Bison Range for wildlife viewing. A lunch stop is included on the return. This is perfect for the family looking to “get the most” from their Montana vacation and features spectacular views around Flathead Lake. We’ve had great success with wildlife viewing in this area and guests love the trip.

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## Activity Based Tours

Our activity tours are separated into private or aggregated, group tours. Our group tours depart less frequently and always meet at the retail shop on Central Ave. All activity tours take the group fitness level into consideration. Private tours are crafted to fit within the client's desired level of activity, milage and fitness. Our activities are hiking, cycling/mountain biking (road, single track, or gravel), and electric bike trips.

### *Guided Hiking: Flathead National Forest*

OFFERED FROM MAY 15<sup>TH</sup> THROUGH NOVEMBER AS WEATHER PERMITS

Due to the nature of transportation in the area, all hiking trips are considered full-day activities. Our private trips include lunch. The reservation staff makes these arrangements with a local restaurant prior to trip departure. All lunches will be located in the fridge of the guide house.

Each season we apply for a variety of hikes within the Flathead National Forest. Trails are selected based on their proximity to Whitefish, level of difficulty, and milage. The list will change year over year.

Hiking trips pick up at 9 am and return any time after 3 pm.

### *E-Bike Tours: Spring, Summer, & Fall*

OFFERED FROM MID-APRIL THROUGH MID-NOVEMBER

Our E-bike trips are divided between those that operate within GNP and those that operate outside of GNP.

#### **Within the boundaries of GNP we operate:**

- Shuttles during Hiker/Biker season that include a bike rental.
- Hiker/Biker private tours.
- Hiker/Biker aggregated tours.
- Summer season GTTS road tours.

Overall, we are able of offer ONE tour per day on any given section of road managed by the park service.

The Park determines how many shuttles we may run per day and this number changes every year.

In general, transportation, e-bike, guide, and/or driver are included in the cost of the tour. Entry into the Park IS NOT included.