



# DIRECTOR OF OPERATIONS

## JOB DESCRIPTION

**Title: Director of Operations**

**Reports to: CEO**

**Team: Logistics**

**Position Type: Full-Time, Year-Round**

**Location: Jackson, WY or Salt Lake City, UT**

**Direct Reports: Regional trip coordinators, seasonal operational support**

**Teams: Executive Leadership, On-Call, Risk Management, Logistics**

Since 1973, Wilderness Adventures (WA) has provided outdoor trip and travel programs for 11-18 year olds. From whitewater kayaking to backpacking, rock climbing to language study, surfing to scuba diving, WA offers immersive year-round programs 10-70 days long around the globe. Rooted in character and leadership skill development, students will find fun, adventure, new friends, fantastic role models, and memories to last a lifetime during their experience. This is a great opportunity to enhance skills in organization, multi-tasking, communications, and learn about marketing and logistical planning for outdoor adventure programs.

### POSITION DESCRIPTION:

The Director of Operations will oversee the planning, implementation, and execution of all Wilderness Adventures programming. Provides input to help ensure organizational growth for operational, programmatic, and financial performance. Oversees critical contracts and permit administration for Wilderness Adventures. Manages the team of trips coordinators, as well as other positions that connect to the execution of WA programs. Supervises the maintenance, acquisition, distribution and upkeep of all WA gear and supplies.

### DUTIES

- Oversee the operations of the logistics and trip planning all WA programs (summer, gap semesters, custom programming, day camp).
- Oversee costs and expenses related to the operations of WA. Analyze and review for cost efficiencies. Track the company's revenue margin's and conduct budget reviews to maximize profit. Advise the CEO and other members of the management team on operational budgeting and inventory purchasing.
- Oversee the management of all Wilderness Adventures' USFS permits, National Park Service Special Use Authorizations and Commercial Use Authorizations.
- Oversee critical financial contracts (ie transportation, outfitter, subcontractor, custom).
- Continue to review, develop, and refine WA programs to meet the current needs of customers by reviewing critical feedback from students and their families to continue to refine the design and execution of all WA programs.
- Serve as direct point of contact for all custom programs, including school groups. This position will oversee the development of custom offerings.
- Serve as Team Lead for the 'On-Call,' Risk Management, and Logistics team.
- Oversee the management of trips coordinators and other program coordinators, including significant parent communication, student paperwork review, and customer service tasks.
- Manage the 'systems' of Wilderness Adventures as it pertains to logistics. Search for inefficiencies in these and develop new strategies to implement as we seek to advance organization.
- Manage the transportation needs of the organization.
- Overseeing areas of growth and development for the company.
- Manage cyber security for organization.
- Assist with seasonal staff hiring process by interviewing candidates.
- Participate in the on-going training of the seasonal staff teams including staff week (at the beginning of the summer), continual coaching throughout the summer, and engagement after each season.
- Guide our accreditation status with various organizations including the American Camp Association.
- Work in conjunction with the Executive Leadership team (Directors) to further create a dynamic workspace, grow the organization, and refine and perfect the WA experience across all channels.
- Occasional travel required for planning, recruiting, research and development and/or logistics reasons.
- Oversee the management of Wilderness Adventures assets. Understanding our needs as it relates to purchasing and recycling of gear and supplies.

## KNOWLEDGE, SKILLS, and ABILITIES

- Business minded. Approaches the job with creativity and an eye on the bottom line. Understands the business goals of the operation and how revenues and costs work to achieve business goals. Ability to identify strengths, weaknesses, threats and opportunities, and develops appropriate plans to meet those needs.
- Management and leadership skills. Has the ability to work with a variety of different personalities. Engaging in their employment experience and mentorship to achieve business goals and maintain a productive team of regional trips coordinators.
- Superb organizational skills. A significant part of this job will be the organization of the logistical aspects of our operation. Attention to detail is a critical skill required for success.
- A great teammate. We are a small office that all works together on all projects. We are looking for someone who can come on board and support our team. Excellent communication and critical thinking skills are required.
- Flexible. Wilderness Adventures is continually growing and evolving to meet best practices, provide excellent experiences for our students and staff, and engage with families and our community in a positive way. Flexibility to participate in a variety of activities to meet these goals is necessary.
- A Passion for Outdoor Experiences. A healthy connection to the power and impact of the wild spaces is critical to success in this position.
- A Passion for working with Youth and Young Adults. We are dedicated to the growth of our students, campers and staff.

## REQUIREMENTS

- Bachelor's degree required, master's degree preferred.
- Minimum of 5 years management experience, preferably including budgeting experience.
- Proficient in Microsoft Office, specifically spreadsheets and reporting tools, database management, Dropbox, Google Drive, and data entry.
- Fluent written and spoken English. Spanish speaking skills a bonus.
- Driver's License required.

## WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

- Regularly required to talk and hear; frequently required to sit; and frequently required to stand and walk.
- Any physical demands related to travel.
- This job occasionally requires lifting or moving up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and color vision.
- Regularly work within the WA normal hours of operation of 8:00 a.m. to 5:00 p.m.. In the summer months, the office is staffed 7 days / week and weekend work is required as well as hours outside of 8:00 am to 5:00 pm.
- Operations Director leads the on-call risk management team during the summer months requiring them to be available via phone to handle situations from the field 24 hours / day as assigned throughout the week. All logistics team members serve on this team.

## TO APPLY

This is a full-time, year-round position with a flexible start date. To apply, please send a cover letter, resume, and list of references to our team at [jobs@wildernessadventures.com](mailto:jobs@wildernessadventures.com). For more information about the program, please visit [wildernessadventures.com](http://wildernessadventures.com)