

Management Position Available at NAVITAT CANOPY ADVENTURES

POSITION: Operations Manager of Programming

ESTIMATED DATE OF START: November 1, 2024. The position will remain open until filled.

COMPENSATION RANGE: Salary of \$45,000-\$55,000/annually. Commensurate with experience.

EMPLOYMENT TYPE & CLASS: Full-time, Salaried employee

EXPECTED WORK HOURS: Estimated 40-45 hours per week

AVAILABILITY REQUIREMENTS: Approx. 8 hrs/day; (Tuesdays-Saturdays) with availability on weekend days and holidays.

TRAVEL REQUIREMENTS: As required for visits to Knoxville, industry conventions, professional training, etc. Lodging and mileage expenses are paid by Navitat. Max 12 days/year

BENEFITS:

- Relocation stipend available.
- Five (5) paid holidays: Thanksgiving; Christmas Eve & Day; New Year's Eve & Day.
- Accrued Paid Time Off at 16.25 days per annum.
- Performance-based discretionary end-of-year bonus.
- Health Care coverage per Navitat policy.
- 6 - Complimentary passes for friends and family Zip Line visits.
- Access to the courses for personal tours, under company policy.
- ProDeal policy for discount gear purchases.
- Ongoing professional development.

Operations Manager of Programming

Reports to: Operations Director

Works adjacent to: Operations Manager of Infrastructure, Welcome Center Managers/Staff

Oversees: Aerial Adventure Guides, Drivers

Job Summary: The Operations Manager of Programming is responsible for leading the operations of the zipline and adventure tours, providing overall supervision of the operations staff, ensuring protocol compliance, and mitigating risks. This position is also chiefly responsible for developing and implementing Navitat's programming and interpretive guiding materials, providing training and quality control to staff, and ultimately improving each guest's experience.

Duties include, but are not limited to, being the daily manager for the operations workforce, approving and submitting biweekly payroll reports, training and scheduling Aerial Adventure Guides, Drivers, and supervising the Manager on Duty Assists. Additionally, responsibilities include customer interaction, and displaying good customer service practices.

Primary Responsibilities:

- Manager on Duty when on site.
- Oversee all operational facets and directly operate all Navitat activities.
- Cultivate a safe and excellent customer experience.
- Reduce risk daily, through a wide variety of methods.
- Conduct interpretive guide trainings and co-conduct technical trainings.
- Conduct monthly safety meetings.
- Schedule, supervise, and provide ongoing training to staff.
- Ensure guide staff are working efficiently.
- Develop interpretive training, and implement an extensive interpretive experience to be delivered by staff to guests.
- Develop customer service training, and implement an extensive customer-service experience to be delivered by staff to guests.
- Oversee operational protocols and safety through training and policy discipline.

Secondary Responsibilities:

- Develop programs involving a low ropes or team development course.
- Provide technical expertise in course rescue and technical devices.
Customer service and assistance in Welcome Center operations.
- Other duties, as assigned.

Minimum Qualifications:

- Experience in the development of guided interpretive programming including writing/training.
- 2 yrs experience in managing a staff body of 8 or more.
- 4 yrs experience of relevant work experience, including but not limited to direct guiding, facilitating, or delivering outdoor recreation programming to the public.
- Ability to lift or pull objects of up to 50 lbs. Ability to traverse rough terrain and be standing for long periods of time.

Preferred Qualifications:

- ACCT Level 2 or Course Manager completion.
- Experience with programming on a low ropes or team development course.

Preferred Skills: This administrator should be able to operate in a dynamic and distracting environment and will be required to think outside of the box to find solutions. A great deal of flexibility and adaptability is necessary for this position, given the ever-changing nature of the work days. They shall demonstrate the ability to communicate effectively both verbally, and in writing, mitigate conflicts that arise involving guests and/or staff, and pull from their experience within the outdoor industry to solve problems under minimal supervision.

Application Instructions:

Please visit <https://navitat.com/asheville-nc/jobs/> to apply for this position. You will be prompted to attach a resume. You may also include your ACCT Portfolio, if applicable.

Primary Contact:

For further information, contact the Lead Operations Manager, Mike Birch (mbirch@navitat.com).