

## NAVITAT CANOPY ADVENTURES

POSITION: General Manager of Aerial Adventure

ESTIMATED START: Summer of 2026. The position will remain open until filled.

COMPENSATION RANGE: Salary from \$75,000 & up / Benefits & PTO.

EMPLOYMENT TYPE & CLASS: Full-time, year-round salaried position.

TRAVEL REQUIREMENTS: As required for visits to Knoxville course location, industry conventions, professional training, etc. Lodging and mileage expenses are paid by Navitat. Max 24 days/year.

RELOCATION STIPEND AVAILABLE.

### BENEFITS:

- Five paid holidays.
- Accrued Paid Time Off at 16.25 days per annum.
- Performance-based discretionary end-of-year bonus.
- Health Care coverage per Navitat policy.
- Six 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.
- Opportunities to attend outdoor industry conferences and other ACCT or NCAA events.

### General Manager

Reports to: Owners

Oversees: Operations Manager, Sales and Marketing Manager

**Job summary:** The General Manager is chiefly responsible for the safe operation of the aerial adventure courses at Navitat, including the adventure structures, associated systems and all operational aspects of the adventure experience and associated facility. The primary focus of this position will be to learn and embrace the vision of the owner and to execute that vision. This position runs projects, oversees third parties, and directly performs maintenance and construction work. The GM is also fully qualified to run course operations at the Course Manager level. This leader works directly on infrastructure maintenance as a technical specialist and as a supervisor of adventure course operations and facility use.

A shared goal is to ensure a low-risk and excellent guest experience, and to help craft an improving workforce.

This position takes ownership of the risk-management and training processes related to infrastructure use, maintenance and inspection. It will require a strong embrace of the technical

staff as well as guide staff. This position is also responsible for maintaining the facilities and the guest support systems, such as the parking areas, signage, seating, landscaped areas, etc.

This role requires a keen eye for refining and improving the overall workforce and staff-systems such as protocols for course operations, inspections, communication, and roadway / vehicle use. Customer service skills and a creative eye will also be beneficial for success in this position. The position will require hard physical labor, at times, and will often require working in a variety of outdoor and facility situations.

This candidate 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 and the flow of development occurring in this era of Navitat's growth. The candidate should have the ability to communicate effectively, both verbally and in writing, mitigate conflicts that arise involving vendors and/or staff, and pull from their experience within the outdoor industry to solve problems - at times under pressure - with minimal supervision.

#### **Primary Responsibilities:**

- Execute the vision of the founder/owner.
- Directly manage all critical adventure course operations and facility use protocols and the staff's compliance to those protocols. Directly train staff and monitor activities for compliance.
- Maintain all facilities, systems and grounds: aerial adventure course infrastructure, critical course access equipment, roadways, landscaping, parking areas, site buildings and utilities, and vehicles.
- Cultivate a safe and excellent customer experience through reliable system operations.
- Provide technical expertise in adventure park operations, safety fall-protective equipment, as well as the aerial adventure courses & associated fixtures, such as brakes and controlled descent devices.
- Reduce risk daily.
- Supervise, schedule, enforce policy, and provide feedback for infrastructure and guide staff.
- Receive and manage insurance claims, worker's compensation, and general liability.
- Manage the maintenance of customer-facing facilities such as buildings, landscaped areas, and roadways.
- Oversee the adventure course protocols and safety through training and policy execution.
- Assist in hiring line staff
- Oversee HR and dismissals

#### **Secondary Responsibilities:**

- Schedule, supervise, and provide ongoing training to line staff.
- Develop, improve, and cross-check the documentation process for infrastructure maintenance, incident reporting, training regimens, etc.

- Maintain infrastructure and facility equipment, keeping correct logs, using proper retirement processes, and ensuring timely ordering of necessary replacements.
- Oversee the training processes and make long-term sustainability improvements to the workforce.
- Collaborate with owners on operational strategies, capital improvements, and risk-management adaptations, as well as the development of new programs.
- Other duties as assigned.

**Minimum Qualifications:**

- Candidate's core principles have been formed through direct outdoor and guiding experiences at a young age and throughout life
- Must live within 20 minutes of 242 Poverty Branch Rd. Barnardsville, NC.
- Minimum 4 yrs management experience in aerial adventure industry
- Thick skin, solid composure, strong resolve
- High level of geo-spatial awareness and cognition
- Commercial level experience with rope access and rigging
- High level of ability to articulate technical specifications to laypeople
- Ability to lift or pull objects of up to 50 lbs
- Ability to traverse rough terrain and stand for long periods of time

**Preferred Qualifications:**

- Commercial level of rough-frame carpentry and fabrication skills.
- Adventure/Outdoor Guiding experience
- Drawing/sketching skills
- Experience working in a harness
- Multi-pitch rock-climbing experience
- Arborism experience
- Fluency in Spanish

**Application Instructions:**

Please respond directly to [jwalker@navitat.com](mailto:jwalker@navitat.com)

**Primary Contact:**

John Walker @ ([jwalker@navitat.com](mailto:jwalker@navitat.com))

415-710-4650