



JOB DESCRIPTION

Position: Outside Operations Coordinator (a.k.a. “The Outside Guy”)
Reports to: Operations Manager Status: Full time, seasonal

Callaghan Country Wilderness Adventures operates a 3,500 hectare Nordic ski area and backcountry lodge in the Upper Callaghan Valley near Whistler. Callaghan Country is a pristine wilderness area surrounded by snow-capped peaks and featuring towering old-growth forests, powder-filled meadows, incredible waterfalls, and frozen sub-alpine lakes.

This inspiring outdoor adventure playground is conveniently located just an hour and a half from Vancouver and only 20 minutes from Whistler, right beside Whistler Olympic Park – future site of the Nordic and ski jumping events for the 2010 Olympic and Paralympic Winter Games. Combined, the two ski areas offer over 90 kilometers of cross-country ski trails, as well as an extensive network of snowshoe paths, a biathlon range, ski jumping facilities as well as virtually unlimited options for backcountry Nordic and alpine ski touring.

Nestled into the heart of this spectacular setting is Callaghan Lodge – a well-appointed backcountry inn boasting friendly hospitality, great food and comfortable accommodation for up to 24 people, depending on the group’s configuration. The lodge also features a commercial kitchen and a beautiful dining room that can seat up to 40 people making it an ideal venue for corporate retreats, family reunions, birthday parties, weddings, training camps and other intimate special events.

The Callaghan Country base is located approximately 8.5km up the Callaghan Valley access road from highway 99, right beside Whistler Olympic Park. The base is open daily from 9am to 4pm and is the meeting place for all of our day and overnight package and lodge rental guests. It is also the site of our ticket office and XC ski and snowshoe rentals, and it also acts as a warming hut and features a (very) small food and beverage operation.

Job Summary:

- Trail re-surfacing (using a snow cat or snowmobile with a track-setter or roller) as required
- Snow clearing from and around all company buildings as required
- Guest transport as required (either by snowmobile or snow coach)
- Equipment, fuel, and supply transport between the base and lodge as required (by snow cat and / or snowmobile)
- Receiving food and supply orders
- Transportation and disposal of all waste and recycling materials
- Re-fueling all company vehicles (snowmobiles, snow cat, snow coach, suburban, plow truck)
- Preparing snowmobiles, trailers and related equipment for all guest and supply transports
- Tracking all snow coach, snow cat and snowmobile usage
- Reporting any problems or maintenance issues that may occur relating to the vehicles, buildings or related equipment to the Operations Manager

- Assistance with required vehicle maintenance as time and skill level permit
- Assistance with all Alexander Falls base building and area maintenance as required
- Assistance with any additional trip coordination and logistics that may be required (i.e. grocery shopping as required, snowmobile transfers, picking up rental equipment, etc.)
- Assistance with Lodge maintenance and service support as required
- Other duties as required

Qualities:

- Passionate about delivering extraordinary guest service and always striving to provide guests with the best experience possible, every day
- Team player, enthusiastic, friendly, and professional with a positive attitude
- Adventurous, cheerful, confident, dependable
- Self-starter with an incredible work ethic, keen to learn new skills and able to work with little or no supervision
- Exemplifies the term “Jack of all Trades” by helping out in every aspect of the operation, whenever necessary
- Able to handle complex challenges and solve problems utilizing a win-win approach
- Excellent communication skills
- Mechanically inclined
- Highly organized, with an eye for detail
- Willing and able to work long hours and flexible shifts (will not necessarily get back to back days off); willing to bank overtime hours across busy periods to be taken as time off when things are quieter.
- Physically fit, active and outdoorsy; enjoys cross-country skiing, snowshoeing and / or backcountry skiing

Qualifications:

- First-aid certified (80 hr Occupational First Aid or Wilderness First Responder)
- Previous experience working outdoors in harsh winter conditions
- Must have previous experience driving and maintaining snowmobiles (preference will be given to candidates with working mechanical knowledge of snowmobiles)
- Previous experience operating snow cats or other heavy equipment is an asset
- Must have a valid BC Driver’s License and a personal vehicle (the job is in the Callaghan Valley)
- Preference will be given to candidates with previous experience or education in hospitality, adventure tourism, or related field
- Must continually strive to reflect our core values: Quality, Respect, Commitment, Integrity, & Fulfillment