



CALLAGHAN COUNTRY

Routes of wilderness

JOB DESCRIPTION

Position: Outside Operations coordinator (a.k.a. “The Outside Guy,” or gal)
Reports to: Operations Manager
Status: Full time, seasonal (November 1 – May 2)
Employment includes room & board at Callaghan Backcountry Lodge

Job Summary:

- To live at the Lodge and work with the Lodge Host to continually deliver the highest quality experience possible to each and every guest
- To reflect at all times a caring, professional commitment to extraordinary customer service
- To reflect at all times a commitment to environmental sustainability and risk management

Responsibilities:

- To keep the external Lodge systems well-maintained
 - - Snow clearing (shoveling)
 - - Wood chopping
 - - Water line maintenance
 - - Generator maintenance / re-fueling
 - - Propane tank installation / maintenance
 - - Transportation and disposal of all waste and recycling materials
- To continuously maintain the access trail to the Lodge during storm cycles
- To keep all valley trails track-set, particularly when Nordic guests are at the Lodge (using a snowmobile and track-setter)
- To work with the Operations Manager and A.C.M.G. guides to maintain all ski touring uptracks
- To observe and record detailed weather and snow science data → This responsibility will be shared with the A.C.M.G. rotating staff
- To communicate with the Adventure Coordinators and the Operations Manager on a continuing basis to coordinate access & Lodge use issues
- To re-fuel all company vehicles and keep track of all snow coach and snowmobile usage through the use of detailed log entries
- To coordinate all snowmobile maintenance and do daily maintenance to make sure they are in proper working order
- To report any problems or maintenance issues that may occur relating to the snowmobiles, snow coach, the Lodge, or other related equipment
- To prepare snowmobiles, trailers, and related equipment (helmets, tie-downs, etc.) for all guest and supply transports
- To drive the snow coach or to be the lead snowmobile guide on all guest transports
- To assist with grocery shopping and other village-based operations (such as picking up rental equipment 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
- ▪ Physically fit

Qualifications:

- ▪ Preference will be given to candidates with previous experience or education in hospitality, adventure tourism, or related field
- ▪ 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)
- ▪ First-aid certified (80 hr Occupational First Aid or Wilderness First Responder)
- ▪ Must have a valid BC Driver’s License
- ▪ Possession of a _ ton (or larger) light truck is an asset
- ▪ Must continually strive to reflect our core values: Quality, Respect, Commitment, Integrity, & Fulfillment