



## Callaghan Country Wilderness Adventures – Sales Lead

### Job Details:

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**Title:** *Nordic Operations Worker*

**Reporting:** *Operations Manager*

**Status:** *Full time, Seasonal Contract (Nov. – mid Apr.)*

**Location:** *Callaghan Country's Alexander Falls Touring Centre, [#1000 Callaghan Valley Rd. Whistler BC](#)*

### The Company

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Callaghan Country's Vision:

To make life better by building community and igniting the adventurous spirit that lives within us all.

We define "success" differently than most. Balancing our goals of (1) building an iconic brand and business (2) creating an extraordinary place and path for our employees and (3) leveraging our success to give back by helping to empower underprivileged children is paramount to Callaghan Country's success. We have a passion for community, sports and lifestyle, and a collective hunger when it comes to building a great company together.

Callaghan Country Wilderness Adventures is part of evo's family of business which includes hospitality and retail operations across North America and in Japan.

### Job Summary

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The Nordic Operations Worker is a critical team member supporting general site maintenance of Callaghan Country's Alexander Falls Touring Centre and the surrounding Nordic trail network. Your work will facilitate the interplay of 'place and customer' ensuring high quality environments that are accessible, safe, and enjoyable while minimizing hazards and expenses.

Working closely with the Ski Area Operations Manager you will carry out recurring duties intrinsic to the daily rhythms of Nordic Ski Area operations: custodial duties, manual snow clearing, maintaining high quality trail surfaces, signing, marking hazards, and monitoring trail users to ensure safe recreational pursuits. The role is labour intensive and requires a high level of responsibility.

You are an adventurous and committed mountain person who loves to work in a variety of conditions. You are an independent self-starter, a hard-worker, and a respectful team player. You have a keen eye for detail, and you take the initiative to do what needs to be done to ensure that the operation is running smoothly behind the scenes while each guest has an incredible time embracing the experience that comes with an adventure to Callaghan Country's Nordic Ski Area

## **What You'll Get To Do:**

### *Outdoor Operations (25%)*

- Consistent manual snow clearing from and around all company parking lots, buildings, walkways, and vehicles/equipment as required
- Attentive exterior building maintenance such as snow shoveling & sculpting along with ice & roof clearing
- Trail re-surfacing (using a snowmobile with track-setter) as required
- Support efficient signing and marking hazards on Nordic trail network (Snowshoe & XC)
- Preparing snowmobiles, trailers and related equipment for all guest and supply transports
- Support luggage, guest, and supply transfers by snowmobile between Journeyman Lodge and Alexander Falls Touring Centre facility as required
- Reliable transportation and disposal of all waste and recycling materials
- Timely transportation of linen cycles between Alexander Falls Touring Centre and professional off-site launders
- Create positive trail user relations with effective safety communication and monitoring skills
- Support fuel supply transport as required
- Practice responsible land stewardship with respect and care for the wilderness ecosystem in which you are working

### *Facility & Equipment Maintenance (20%)*

- Support daily inspection of snowmobiles and routine maintenance and small issue repairs
- Reporting any problems or maintenance issues that may occur relating to the vehicles, buildings or related equipment to the Operations Manager
- Re-fueling all company vehicles (snowmobiles, snow cats, plow truck)
- Assistance with required vehicle and equipment maintenance as time and skill level permit
- Perform exterior Alexander Falls Touring Centre maintenance such as regular snow shoveling and roof clearing
- Maintain cleanliness of Alexander Falls Base facilities, the shop, and proper storage of all equipment
- Ensure that any required building maintenance is taken care of (snow-shoveling)

### *Safety & Risk Management (10%)*

- Embody our safety culture and perpetuate the safety-first approach to all work
- Early AM Weather observation and reporting
- Monitor Nordic trail users; noting their whereabouts and exertion level and communicating with team to support their safe return
- Participate fully during the training process and take total responsibility to build a strategy for effectively coping with apparent knowledge/skill gaps
- Ensure that you are well versed in Callaghan Country's safety procedures and are proficient in the use of its safety equipment
- Ensure that you are well versed and prepared to engage in Callaghan Country's emergency response procedure
- Demonstrate good skill and safe practices when operating all company equipment; offering humility to report and damage to management immediately

- Report any unsafe conditions or scenarios to management and work directly with them to follow through with a suitable solution

#### *Teamwork / Communication (10%)*

- Attend weekly team meetings every Friday morning with enthusiasm
- Monitor team communication tools and relay messages as required
- Promote and maintain a positive working relationship with all Callaghan Country team members that will reflect a 'working family' atmosphere to our guests
- Ensure all company forms and documents are submitted directly to the appropriate team member with record of transmission
- Proactively learn about the workloads and rhythms of all other team members so that you may conduct your communications and requests both respectfully and effectively
- Seek out opportunities to help others and share workloads and to ask for help when it is needed, so that the quality of the guest experience is never compromised
- Report all notable issues and solutions to management

#### **What You'll Bring to the Team:**

- Must have own transportation (#1000 Callaghan Valley Rd. is not serviced by transit)
- Lifting or moving up to 80lbs will be required
- Confident with small-engine equipment & vehicle maintenance, troubleshooting, and repair capacities
- Confident in guiding guest snowmobilers for transportation purpose (group & safety management)
- Essential to personally enjoy/have familiarity with outdoor pursuits such as Nordic Skiing, Snowshoeing, and Alpine Touring
- High level of fitness and able to work in all weather conditions
- Must be a self-starter with the ability to work in a team environment, take initiative, assess priorities and multi-task, competently
- Will perform a variety of activities with a high level of accuracy within an, often, high-stress and fast-paced work setting (reliably, during peak periods such as the Christmas Holidays)
- Agreement to abide by all company health and safety policies & protocols
- A collection of professional references will be required prior to final interviews
- Personal time commitment to a full season contract with Callaghan Country Demonstrated initiative in community and volunteer endeavors

#### **What's in it for you:**

- Hourly wage: \$20.00 - \$23.00 commensurate with experience
- Casual and dynamic work environment
- Opportunities to combine Volunteer hours/initiatives in the workplace
- Team ride days
- Access to the evo Extras Discounts & Perks program
- Charitable giving match
- Complimentary overnight stay at Journeyman Lodge

- Nordic Ski Area Season Pass
- And many, many more...

*Callaghan Country Wilderness Adventures is an equal opportunity employer. We believe the participation of individuals of diverse ages, races, religions, cultures, abilities, and personalities will add to personal development and organizational success. All employees and potential employees will be recruited, selected, trained, and promoted without regard to sex, sexual orientation, race, religion, marital or military status, age, national origin, color, the presence of any mental, physical, or sensory disability, genetic information, gender identity, political ideology, or any other basis prohibited by law.*