



CALLAGHAN COUNTRY

Routes of wilderness

Position Description

Title:	<i>Outdoor Operations Coordinator / Live-in Lodge Host(ess)</i>
Status:	<i>Full time, seasonal (December 1 – April 15)</i>
Reporting to:	<i>General Manager / Operations Manager</i>
Remuneration:	<i>Salary commensurate with experience and includes room & board at Journeyman Lodge</i>
Location:	<i>Journeyman Lodge, Remote Location (trail access only) Callaghan Valley, BC</i>

Company Information

Callaghan Country Wilderness Adventures is a winter adventure centre located in the Upper Callaghan Valley. It is a 20-minute drive south of Whistler, BC (45 min. north of Squamish, BC). Part of the Ski Callaghan experience, our customers can enjoy a variety of winter recreation activities including alpine ski and snowboard touring, Nordic skiing, and snowshoeing...all self-propelled from our cozy staging facilities at the Alexander Falls Base Area. In the heart of Callaghan Country is the deluxe Journeyman Lodge – an intimate backcountry Inn that can host up to 24 guests. Both our lodge and day guests represent a wide range of winter recreation enthusiasts: from never-ever beginners to highly skilled and savvy mountain adventurers. At Callaghan Country we embrace everyone who walks through our doors, always mindful of our intention to evoke the spirits of CHALLENGE, INSPIRATION, and ENRICHMENT in nature's beauty.

Overview

The Outdoor Operations Coordinator will be accountable for efficient snow clearing, luggage/guest transfers, and food order delivery systems of Journeyman Lodge. In addition, you will help out with day-to-day Lodge operations and guest services. This position also supports the Operations Manager in maintaining the Nordic trail network; taming new snowfalls, 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. Your additional function as the Lodge Host(ess), sees that you actively support the daily routines of the Lodge Housekeeper, Caretaker, and Chef to maintain Callaghan Country's standards of quality and service excellence.

This position is highly customer service oriented, so you will also be responsible for working with your fellow Lodge Team members to ensure that every guest has an incredible stay at Journeyman Lodge. You are passionate about the backcountry experience, and you enjoy sharing the experience with guests. You make each guest feel welcome and strive to make them feel special, comfortable, relaxed, safe, taken care of, and generally, right at home. You recognize that each guest is an individual and has unique needs, values, and behavior styles. You recognize that some guests may seem 'high maintenance,' but you see these people as an opportunity for you to practice your patience and understanding so that you can contribute positively to their vacation.

You are a true people person, yet you thrive on the challenge of living in a remote location for long periods of time. 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 each guest has an incredible time in Callaghan Country. You are passionate about providing amazing hospitality to each and every guest.

Key Accountabilities/Deliverables

Outdoor Operations (40%)

- Consistent snow clearing from and around all company buildings and vehicles/equipment as required
- Exterior lodge 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
- Preparing snowmobiles, trailers and related equipment for all guest and supply transports
- Perform daily luggage, guest, and supply transfers by snowmobile between Journeyman Lodge and Alexander Falls Touring Centre facility
- Transportation and disposal of all waste and recycling materials
- Create positive trail user relations with effective safety communication and monitoring skills
- Perform exterior Alexander Falls Touring Centre maintenance such as regular snow shoveling & sculpting along with ice & roof clearing
- Working with Ski Shop Lead Hand to confirm completion of rental tracking form, secured payment, labelling of every equipment piece, and introducing basic use to those guests requiring it
- Receiving food and supply orders (coordinating accuracy with Chef)
- Support fuel supply transport as required
- Re-fueling all company vehicles (snowmobiles, snow cats, plow truck)
- Practice responsible land stewardship with respect and care for the wilderness ecosystem in which you are working

Facility & Equipment Maintenance (25%)

- Tracking all 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 and equipment maintenance as time and skill level permit
- Conduct routine property and equipment maintenance including pump house, water line, generator fueling
- Perform exterior Alexander Falls Touring Centre maintenance such as regular snow shoveling and roof clearing
- Assistance with all Alexander Falls Touring Centre buildings and area maintenance as required
- Continuous maintenance of snowmobile equipment for personal, guest, and supply transportation
- Accountable for the maintenance of general lodge systems and procedures (propane & wood heat, water treatment, outdoor generator, waste & pest control)

Guest Service / Hospitality (15%)

- Act as host character of Journeyman Lodge and general ambassador for Callaghan Country Wilderness Adventures with all guests, shareholders, media reps, and industry partners
- Warmly welcome guests and assist in the delivery of a thorough lodge orientation (show them the slippers, instructions about lodge systems, water usage, our recycling efforts, etc.)
- Maintain professional personal grooming and attire standards at all times
- Demonstrate high levels of energy and enthusiasm for the Callaghan Country experience including appropriate application of product knowledge when offering itinerary ideas and suggestions to guests. If you don't know the answer, tell the guest that you don't know, and then take it upon yourself to find out the answer
- Consistently interact with each and every guest in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy
- Actively promote guest engagement, encouraging feedback, participation in social media reviews, and repeat visitation
- Be well versed in each of Callaghan Country's adventure packages and programs so that you are in a position to 'soft sell' the whole spectrum of experiences
- Seize opportunities to recover and enhance services, seek out opportunities for service innovation

Risk Management (10%)

- Weather observation and reporting
- Monitor Nordic trail users; noting their whereabouts and exertion level and communicating with team to support their safe return to trailhead or Lodge prior to nightfall
- 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

Food & Beverage (5%)

- Receive and transport food orders from Alexander Falls base facility to Journeyman Lodge
- Share the daily kitchen duties such as consistent dish-washing and clean-up
- Assist front of house dining services including the preparation of dining room, seating of guests, providing menu knowledge, serving multiple courses, and clean up
- Assist in maintaining kitchen and equipment to standards compliant with licensing laws, health and safety and other statutory regulations (industry grade kitchen and dishwasher)

Teamwork / Communication (5%)

- Attend weekly team meetings every Friday morning with enthusiasm
- Record and relay daily weather update to Adventure Crafter no later than 7am every day
- 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
- Communicate any guest room/transportation upgrades to the Adventure Crafter so the correct so the correct charges can be applied to the account
- 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

Position Requirements

- Must have own transportation
- 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)
- A collection of professional references will be required prior to final interviews
- Personal time commitment to a full season contract with Callaghan Country

Education/Experience

- First Aid Certified (minimum 40-hour course)
- Level 1 Ski Operations certificate an asset
- Ski Patrol experience an asset
- Proficient in operation of snowmobiles and toboggan handling
- Previous hospitality / guest hosting experiences considered an asset
- Previous experience in wilderness expeditions / remote camp work considered an asset
- Proven background: Minimum 3 yrs operating and maintaining personal recreation machinery
- Proven background: Minimum 2 yrs working in a frontline service role
- Proven background: Minimum 1 yr working in a similar role overseeing operations and facility maintenance
- Demonstrated initiative in community and volunteer endeavors

Core Competencies

CHEERFUL DISPOSITION Lives with a positive attitude and confident in the 'every challenge is an opportunity' approach.

SERVICE EXCELLENCE Implies an inherent passion to identify, relate, and serve guests, focusing one's efforts on discovering and exceeding their needs, every day.

TEAMWORK Demonstrates the ability to work cooperatively, participate fully, communicate clearly, support and learn from others, contributing to a cohesive team environment.

TENACIOUS ENDURANCE Proactively responds to constantly changing and demanding workloads. Able to work long hours in a remote wilderness setting with limited access to traditional communication or social life.

RISK ASSESMENT/JUDGMENT Aware of your surroundings at all times and confidently make decisions to minimize risk to you and to company equipment.

GUMPTION Identifies a problem, obstacle or opportunity and takes appropriate action wherever necessary.

EMOTIONAL INTELLIGENCE Self-aware with tools to effectively control and express your emotions and handle relationships judiciously and empathetically. Able to work and live very closely with other staff members and guests.

PHYSICALLY FIT Ready to exert physical effort in transporting equipment and wares, enduring repetitive physical movements and tasks.

MASTER OF YOUR ENVIRONMENT Understands that physical environment plays a key role in the human temperament and takes initiative to organize and maintain spaces that are conducive to relaxation and inspiration.

Apply

- Please send your resume and cover letter to crew@callaghancountry.com
 - Feel free to contact us by telephone with any questions: **604-938-0616**
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