

Jackson Hole Mountain Guides **POSITION DESCRIPTION**

Description: ***Operations Manager***

ABOUT JHMG

Established in 1968, JHMG is one of the nation's oldest and most respected guide services. JHMG's mission is to provide our guests with an authentic, challenging and rewarding outdoor experience. Our philosophy is simple: enrich people's lives by providing exceptional service and unforgettable experiences. Based in Jackson, WY, JHMG operates in five states - Wyoming, Colorado, Utah, Nevada and Idaho –under numerous federal and state contracts and permits, including those administered by Grand Teton National Park; Bridger-Teton, Custer, and Shoshone National Forests; Red Rock Canyon National Recreation Area; Moab and Monticello BLM; City of Rocks National Preserve; and Eldorado Canyon State Park. JHMG's activities include summer and winter mountaineering, rock climbing classes and guided climbs, skiing, ice climbing, canyoneering and avalanche classes.

POSITION

The Operations Manager will report to and work collaboratively with the General Manager in leading the continuing professionalism and growth of Jackson Hole Mountain Guides to deliver on its long-term vision. Specifically, he/she will ensure that JHMG's fiscal, operations, marketing, human resource, technology, and programmatic systems are effectively implemented across all segments of the company.

RESPONSIBILITIES

Reporting to the General Manager, the Operations Manager is responsible for the operational excellence and financial success of the company. The Operations Manager will be a relentless advocate for the vision, mission and fiscal performance of Jackson Hole Mountain Guides.

Strategic vision and leadership

- Collaborate with the general manager, shareholders and other key stakeholders to develop, refine and implement a strategic plan that ensures that the budget, staff, and priorities are aligned with JHMG's core philosophy, vision and mission.
- Provide inspirational leadership and direction to all employees, and ensure the continued development and management of a professional, dynamic, nimble and profitable organization.
- Oversee or establish effective internal procedures and decision-making processes that will enable JHMG to achieve its long and short-term goals and objectives.

Marketing and PR: Develop and execute comprehensive marketing and development strategies that will enhance brand recognition, achieve brand consistency and increase revenue throughout the company. Top priorities include:

- Overseeing and/or developing content, production and distribution of all marketing and publicity materials including, but not limited to, website, social media, print advertising, flyers, posters, and brochures.
- Identifying and cultivating relationships with potential future partners, promoters and supporters of the company.

Financial management. Responsible for outstanding financial management of JHMG to ensure continued profitability and growth, legal compliance and existence of sound financial controls for all areas of operations. Top priorities include:

- Set financial priorities accurately to ensure the organization is operating in alignment with the strategic plan and in a manner that supports the needs of the program and staff.
- Hire and work closely with skilled, trustworthy bookkeeper/chief financial officer to ensure accuracy of financial information and timely submission of all tax and other governmental financial reports.
- Ensure adequate business, casualty and general liability insurance coverage is maintained.

HR management. While overseeing the overall provision of Human Resource services, policies and programs for the company, develop and implement practices and objectives that will provide an employee-oriented, high performance culture that emphasizes empowerment, mutual respect, continuous improvement, and attainment of the highest standards.

- Major focus areas include employee relations; pay and benefits; employee health & safety; employee orientation, development and training; regulatory compliance and reporting; performance management and improvement systems; hiring and dismissal of office/administrative staff as needed; and policy development and documentation.

Retail Sales and Equipment Rental. Oversee the equipment rental and retail sales programs. Goals for the equipment rental program include provision of quality gear to clients on a rental basis for a reasonable fee that provides a small profit margin. Goals for the retail sales program include notable expansion of the program to establish a significant new profit center maximizing JHMG's Jackson retail space. Specific areas of focus include:

- Cultivating strong relationships/partnerships with equipment companies;
- Ensuring reliable inventory controls and selling practices;
- Developing a three-year plan to build the retail sales program to the level stated in the strategic plan.
- Ensuring availability of merchandise and services by approving contracts and maintaining inventories.
- As necessary and appropriate, delegating daily activities to other staff.

Operations and infrastructure: Ensure the delivery of high quality services while managing for current and future growth.

- Support and motivate the organization's staff.
- Facilitate cross-office collaboration and strengthen internal communications with staff throughout the organization; create and promote a positive, dynamic work environment that supports consistency throughout the organization's strategy, operational methods, and data collection needs.
- Increase the profitability, efficiency and quality of programs and services by reviewing existing capacities, liabilities and potential of new and existing offices and partnerships

- and improving, expanding or reducing these as appropriate.
- Develop forms and tools to increase company efficiency and risk management.
 - Ensure operations meet all legal and regulatory requirements, including permit terms and conditions.
 - Advocate for legal/regulatory changes when necessary to achieve organizational objectives or to address threats and/or opportunities.
 - Oversee the booking of clients especially organizational clients.
 - Negotiate and draft contracts for services.
 - Supervise Branch Directors to ensure consistent application of policies, procedures and achievement of target goals.
 - Coordinate with Chief Guide to ensure adequate personnel to meet current and projected guide assignments.
 - Ensure excellent permit compliance and maintenance.

QUALIFICATIONS

- Excellent leadership, management, communication and interpersonal skills with demonstrated experience.
- Strong commitment to the vision and mission of JHMG.
- Demonstrated ability to manage and supervise a staff team.
- Proficiency with office computer equipment and software.
- Demonstrated ability to multi-task and work in a fast-paced office setting.
- Proven ability to cope with conflict, stress and crisis situations.
- Minimum of a BA, ideally with an MBA, MPA, JD or related advanced degree.
- Prior outdoor industry and marketing experience strongly preferred.
- Mountain guiding experience and AMGA course work or certifications are a plus.

TERM

.75 FTE Year round

LOCATION

Jackson, WY

EMPLOYMENT STATUS

At will. Employer or employee may terminate employment at any time for any or no reason.

PAY & BENEFITS

Pay will be competitive and will vary depending on experience and qualifications. There may be an opportunity for a bonus structure.

REPORTS TO

General Manager