



Operations Department 2020 Job Opening:

Operations and Guide Manager (Full time)

Work Period: May 1st to September 25th, 2020

Reports to: General Manager & CEO

Location: Girdwood, Alaska

Compensation: \$700-1000/week as a negotiated salary, D.O.E: plus other perks, pro-deals, etc. Eligibility for an end of the season performance based bonus after successful completion of the season and end of the season evaluation.

Responsibilities and Duties:

Guide: appropriately prepare for, lead and execute all trips Ascending Path offers.

Work as Operations and Guides Manager: Work 6 days a week, guide 2-3 Spencer trips and come in early to assist with the days logistics. Additionally guide 2 days a week on ½ day trips and/or meet with office/management staff during remaining time. Manages daily trip operations. Manages guides by proactively solving all HR & trip issues. Able to guide all trips Ascending Path offers and is a guide staff trainer. This is a logistics heavy position requiring rescue skills & equipment knowledge, impeccable computer and verbal communications as a lead guide that manages up to 15 guides. Manages and performs clerical and administrative functions of reservation systems, phone system, various company technologies, gdrive and gmail. Ensure guides scheduling and coverage, vehicle cleanliness, reliability and coordination, and equipment preparation. On call MOD.

Oversee all Heli-ops and client happiness management. Oversee and manage the 2 positions of Spencer Safety campers and Field Safety: daily communications and guide/client info updates. Oversee guides, shuttle positions, any interns and daily lunch pick-ups. Be company point of contact for all guides concerns- and POC for field ops to owners.

Operations Manager: Oversee and facilitate daily trip ops

- Schedule guides.
- Design daily roster to include: client, guide, transportation and food logistics.
- Run guide morning meetings for daily logistics, weather and safety briefing.
- Track all returning trips- to ensure trips are off lake- and have made the train.
- Read ALL post trip reports as they come in. Address issues.
- Assist Reservations with AP and Vendor existing bookings.
- Help with calling existing clients about gear.
- Oversee daily field technology functionality: PLBs, VHF Radios, tablets, laptop and solar at spencer.
- Quality control with: clients, vehicles, gear, lunches, coms, and safety.
- Other duties as assigned/observed: and be back-up guide/shuttle driver, for late or sick guides.
- Engage in Instagram/Facebook and Suggest marketing and other business opportunities to owners/GM.
- Represent the company with important vendors, clients, cool locals and media.
- Maintain equipment and vehicles as needed.

Guides Manager: Proactively address and solve any/all Guides issues:

- Help train-up and oversee all guides per company policies and procedures.
- Run morning meetings and debriefs.
- Schedule guides based on bookings and guides availability.
- Assist Clocking in-out/editing time.
- Assist with phone and web access to AP calendar/docs.
- Solve gear issues- help shuttle folks, rotate dry gear back out to SWS.

- Solve transport and access issues: vehicle, helicopter and railroad movement.
- Help with missing or unprepared clients.
- Handle all guide HR based concerns- maintain a professional, motivated, sober and honest team.
- Stoke company culture with weekly fun gatherings.
- Interview potential guides.
- Oversee pro-deal accounts.

Above industry standard guiding techniques and skills are expected:

- Professionalism: on time, clean, sober, happy and prepared.
- Maintain sincere enthusiasm to share Alaska’s wilderness with visitors and locals.
- Excellent wilderness knowledge and interpretive communication skills.
- Personalized glacier cramponing guiding suitable for the existing terrain.
- Personalized sea kayaking guiding and safety briefings.
- Current on crevasse and wilderness rescue.
- Current on metrological knowledge.
- Current Wilderness Medical Training (WFR/WEMT/EMT) current certs.
- Use excellent judgement and practice good communication with clients and within the company.
- Report all issues (and good ideas) to management.
- Complete high quality post trip reports and time sheets.

Minimum Qualifications:

Crampon Glacier Hiking guiding experience.
 Ice and/or rock climbing guiding experience.
 Sea kayaking guiding experience.
 Crevasse Rescue experience.
 Current Wilderness First Responder Cert.
 Bachelor’s degree or equivalent.
 Excellent wilderness knowledge.
 Excellent interpretive communication skills.
 Computer proficiency in both PC and Mac platforms: MS Office, Excel, Gdrive, Gmail.
 Sincere enthusiasm to share Alaska’s wilderness.
 Attitude of environmental stewardship.
 Clean Criminal History and Driving Record.
 Current Driver's License.
 Ability to lift 80 lbs regularly.
 Immaculate punctuality.
 Ability to be flexible with dynamic logistics.
 Commitment from May 1st- Sept. 25th
 Outstanding customer service skills.
 A humble, happy, fun, helpful and friendly disposition.

Preferred Qualifications:

6+ years Sea Kayak guiding experience.
 6+ years Glacier guiding experience.
 6+ years Ice climbing experience.
 Rescue training, certs and experience.
 Strong Glaciology knowledge.
 Strong Metrology knowledge.
 VHF/InReach and SAT phone coms.
 Interest in office logistics.
 Able to problem solve vehicle issues.
 Small Engine Diesel & Gas Mechanic.
 LNT/Bear Safety trainer.
 Super tech/web geeky.
 Experience in/around helicopters.
 International travel experience.
 Advanced degree in relevant field and or related experience.