

# **Assistant Manager Job Description**

## **Job Scope**

WestCoast Wild Adventures is seeking an experienced professional with proven leadership and management skills to assist in supervising our world class Eco-Adventure Tour Operation. We are located in Tla-o-qui-aht First Nations Territory, on Vancouver Island B.C. on Highway 4. Visit [www.wcwild.com](http://www.wcwild.com) for more details.

WestCoast Wild Adventures Mountain Base Camp currently has 2 attractions: A self-guided Canyon Paddling area and our world famous Zipline tour.

Our 6 Zipline Rainforest Canyon tour, is one of the highest rated adventure tours in the world, with over 15 years of consecutive 5 Star ratings with Trip Advisor and a 5 star Google+ plus rating. We take guests 2 Km's up the highway and work our way back to base camp through the Kennedy or Winchee River Canyon through a series of short trails and various length Ziplines. We allow 2 hours for the tour and have a maximum of 10 ppl on tour.

Our self-guided paddling tour gives guests an intimate and peaceful chance to explore the Kennedy or Winchee river canyon. With granite walls towering above and 50 feet of crystal clear water beneath you, you feel immersed in the canyon by stunning beauty and nature. We allow guests access to our beach and the canyon section for 2 hrs.

Our Management Team is responsible for leading and training our amazing crew, ensuring the safety and experience of guests, maintaining infrastructure, developing programming and the operation as a whole. All in an incredibly beautiful, challenging and culturally significant part of Vancouver Island.

## **Primary Tasks and Responsibilities**

- Assisting the General Manager
- Evaluating work performance of staff
- Allocating work to team members
- Assisting with recruitment, training, promotion and performance evaluation
- Motivating employees
- Conducting team meetings and Daily Debriefs
- Opening/ Closing
- Identify and manage risk, display the ability to communicate clearly
- Adhere to company and Technical Safety B.C. policies, procedures and technical protocols at all times
- Site cleanliness and ensuring Covid -19 protocols are managed with staff and guests
- Supervise and preform bookings, payments, weigh-in, waivers, and harness and helmet fittings
- Outfit guests according to WestCoast Wild safety guidelines
- Display professional leadership, interact with guests in an humorous, engaging and friendly manner while providing an educational and exhilarating interpretive experience
- Display professional leadership and interactions with staff
- Supervise Daily Course inspections and documentation for safety, cleanliness, and supplies Inspecting harnesses, pulleys, carabineers, and helmets for integrity and cleanliness.
- Zipline Guiding
- Assist with training (second season)/ Lead training (Year 3-4)
- Assisting with and creating content for social media (sharing tour stories and photos)
- Assisting with paddling orientations, photos sales and additional tasks required.
- Perform first aid and emergency evacuation procedures.
- Be prepared to assist in manual labour such as trail building, construction and cleaning.
- Assisting with all business and team related additional tasks

## **Qualifications and Experience Knowledge**

- Diploma, Certificate or Award in Leadership and or Management
- B.C. Class 4 Unrestricted drivers Licence (or ability to obtain it)
- O.F.A. Lvl 1 or higher
- Working with vulnerable people check
- Lifeguard or Aquatic rescue certifications an asset
- SCUBA an asset
- Formal climbing or vertical rope work training or certification as asset

## **Experience**

- Prior supervisory or management experience leading teams
- Experience in Zipline operation(s)/ theme park (preferred)
- Knowledge of basic climbing equipment, and knots, belaying, rappelling. Including Safety protocols and equipment inspection
- Working and playing at heights (preferred)
- Previous experience leading groups
- Experience in building an asset
- DSLR Photography and computer experience (preferred)
- Previous experience and comfortable with being/ working outside (preferred)
- A passion for ecology and sharing the outdoors

## **Skills**

- Leadership skills
- Organisational skills
- Approachable
- Customer Service skills
- Responsible
- Multi-tasking
- Time management
- Taking and giving constructive feedback
- Good physical stamina and conditioning
- Sound judgment and decision making skills
- Ability to identify and manage risks/ safety under timelines
- Thrive in a fast-paced, productive environment
- Develops and maintains positive working relationships with others
- Work well in a small/ medium sized team
- Creative problem solving
- Customer service skills and experience
- Professional demeanour
- Positive attitude

**\*Need own reliable vehicle**

## **Hours and Scheduling**

Full-time seasonal work (40 + hours/ week) with a flexible schedule that varies based on the needs of the business. (March 3<sup>rd</sup> to Mid-October)) Expected to work weekends, and holidays.

### **About WestCoast Wild Adventures**

West Coast Wild's Base Camp is The Zipline site is located on Canada's Surf Highway 4, 51861 is the road number. We are approx. half way between Port Alberni and Ucluelet. The site is in a wilderness Base Camp and has basic amenities such as Wi-Fi, running water, toilets, an outdoor shower, a BBQ for cooking, wood stove and very basic hard-top accommodation and is powered only by a generator. Staying on site for a few days or a week at a time is possible. We have had staff stay on site all summer as well and our Manager lives on site. *Due to Covid-19 restrictions and safety of our staff, base camp access will be limited to essential activities only.*

Suitable candidates will meet or exceed these requirements by having the right mix of leadership and technical skills, proven responsibility, confidence and humour and proven reliability. Comprehensive Zipline operator training will be provided.