



## Rope Runner Aerial Park –Operations Manager Position

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### Rope Runner overview:

Rope Runner is Squamish’s newest and coolest activity and attraction. This adventure aerial park is 4 storeys tall and consists of 50 aerial challenges for all skill levels. Guests are playing at height within a safe environment while pushing their own limits and creating their own high wire adventure at their own pace.

We’re looking to hire an outgoing, dynamic and energetic Operations Manager. If you’re a natural leader with team management experience and want to challenge yourself and grow your skillset, this job is for you! Imagine working in Squamish, no commute and be surrounded by a beautiful environment with the Chief as a backdrop. Interested? Keep reading...

### Job Duties

- Overview and Supervise Rope Runner’s Team with duties including but not limited to training, scheduling, payroll, adherence to company policies, periodic reviews and evaluation and mentoring.
- Control the day to day operation of the Aerial Park and maintain a high level of customer service and professionalism while maximizing scheduling and utilization of resources.
- Provides General Manager with input on operational delivery, operational effectiveness, ideas for improvement, and service standards for the guest experience.
- Conduct periodic, detailed park and equipment inspections and maintain proper documentation on all aspects of facility maintenance, safety and risk management.
- Perform basic park maintenance using hand and power tools.
- Maintain Occupational Health and Safety program and conduct weekly Tool Box Meetings.
- Perform various administrative duties including but not limited to daily logs, incident report, inspection and maintenance report, management report and policies and procedures update.
- Stay up to date with front desk duties and sales (new procedures, promos, group bookings, etc.)
- Act as a Guide in the Park whenever needed.

### Requirements

#### ESSENTIALS

- One year of previous experience at supervisor/manager level with team leadership and employee management
- Demonstrated experience with customer service and attention to details
- Strong organizational and time management skills and be able to effectively manage multiple tasks and priorities
- Ability to follow risk management plans, safety protocol and strict policies and procedures



- Ability to work independently, professional in your approach, trustworthy with a positive attitude
- Proficient administrative and computer skills including Microsoft Office Suite and capacity to learn new systems and applications quickly
- Be comfortable working at heights in a dynamic outdoor environment in various weather scenarios and able to walk up and down multiple set of stairs several times a day
- Must have basic experience with climbing equipment like ropes and harnesses
- Excellent oral and written English communication and interpersonal skills
- Basic knowledge on how to use hand and power tools
- Must be available to work weekends
- Must be legally eligible to work in Canada as of April 1.

#### **GOOD TO HAVE, BUT NOT MANDATORY**

- Experience in tourism industry, adventure tourism and/or activity operational delivery
- Previous teaching/coaching experience
- First Aid & CPR certification

#### **Wage/Benefits:**

- Salary based on experience + (1) free transferrable season pass
- Discount for friends and family tickets
- FUN work atmosphere in a unique, outdoor environment
- All of our positions are seasonal at the moment, from April 9 - October 31.

If you think you are a good fit for this position please send your resume to:

[jp@roperunnersquamish.com](mailto:jp@roperunnersquamish.com)

We thank all that apply, however only those selected for an interview will be contacted. Posting will be closing on March 10, 2019

*Rope Runner Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, or any other status protected by applicable law.*