



Operations Coordinator

Last updated: August 2024

Under the direction of the General Manager, the Operations Coordinator is responsible for providing operational support to management, employees, and volunteers of the Eagle Valley Snowmobile Club. The successful candidate will be someone who has a positive attitude, contributes proactively to the team, is flexible in their approach, and is ready to tackle any problem that they face throughout their day.

Job Type: Full-time (seasonal) 4 to 6 months per year
40 hours per week on average, including weekends and holidays
Beginning approximately December 1st (weather dependent)

Wage: \$22 to \$25 per hour (based on experience)
Days off will be given in-lieu of statutory holidays

The Operations Coordinator will work 5 regularly scheduled days per week. Applicants must have a personal cell phone and access to a vehicle capable of winter travel.

Responsibilities and Duties

General Responsibilities

- Providing operational support on a day-to-day basis
- Communicating operational updates to the General Manager throughout the day
- Identifying and reporting maintenance issues to the Head of Maintenance
- Reporting pertinent customer concerns to the General Manager
- Assisting with planning, hosting, and breaking down club events
- Providing support and assistance to club volunteers during 'Work Bees'
- In conjunction with the Head of Maintenance, ensuring the ticket booths are in good working order and are adequately stocked with supplies to remain operational throughout the season
- Ensuring workspaces and outbuildings are clean and free of safety hazards
- Additional responsibilities and tasks as reasonably assigned by the General Manager

Supervision & Oversight

- Participate in interviewing, hiring, and onboarding of collection/parking staff
- Scheduling and supervising collection booth and parking staff at all 4 trailheads
- Training and assisting collection/parking employees with day-to-day tasks
- Ensuring collection/parking staff have the required resources and direction to perform their daily duties safely and efficiently (eg. fuel, propane, batteries, toilet paper, office supplies, trail passes, cleaning supplies, etc)
- Assisting collection booth staff to resolve technical issues and customer complaints
- Overseeing collection of cash, debit, and credit card payments from customers
- Maintaining control over cash drawers and verifying accuracy of cash counts
- Ensure employees adhere to company policies and WorkSafe regulations
- Review and update employee policies and safety procedures on a regular basis
- Address and resolve employee problems and concerns in a timely manner

Communications

- Daily updates to the Grooming Report to provide timely and accurate information regarding grooming conditions, parking lots, and cabin maintenance
- Sharing club updates, special events, fundraisers, sponsorships on social media
- Creating content for the club's social media channels and external communications



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- Communicating important messages to club employees, members, and visitors via newsletters, social media posts, blog entries, press releases, and website updates
- Updating the club's website and Amilia page
- Responding to customer inquiries by phone, email, social media, and in-person
- Responding to customer complaints in a timely and professional manner

Administration & Office Support

- Daily closeouts, cash count, data entry, and nightly bank deposits
- Inventory counts and reconciling transactions
- Data entry, scanning, printing, filing, and other administrative duties as assigned
- Issuing receipts and invoices to customers and sponsors
- Ordering and picking-up supplies

Qualifications

Education and/or Certificates

- High school diploma or general education degree (GED) is required
- Post-secondary education is preferred
- Class 5 Drivers License & Driver's Abstract are required
- First Aid training is an asset
- Avalanche Safety training is an asset
- ORV/ATV operator safety training is an asset

Skills & Experience

- At least 2 years in a customer service role
- Working with a point-of-sale system (experience with Clover is an asset)
- Strong customer service and interpersonal skills
- Ability to read, understand, and execute instructions efficiently and independently
- Strong leadership, communication, and problem solving skills
- Previous supervisory or management experience is an asset
- Able to prioritize and delegate tasks quickly and effectively
- Proficient with technology and computers, specifically Google Suite
- Familiar with all social media platforms
- Strong language skills and ability to proof-read their work
- High level of accuracy and attention to detail
- Ability to perform basic math quickly and accurately
- Confident and experienced driving in winter conditions
- Knowledge of avalanche safety is an asset
- Strong understanding of WorkSafeBC policies
- Able to identify and mitigate safety hazards/risks
- Knowledge of local snowmobile trails and cabins is an asset

As an Eagle Valley Snowmobile Club employee, it is your responsibility to follow the club's safety policies and best practices, as well as maintaining a friendly and positive attitude every day with all guests, members, and employees.

Application Process

To apply for this position, please submit your resume and driver's abstract to admin@sledsicamous.com prior to **October 1st, 2024**.