



OPERATIONS MANAGER IN CANMORE, AB

WINDIGO AVENTURES, the leader in small-group adventure holidays across North America, is on the lookout for an Operations Manager in Canmore, Alberta.

WINDIGO AVENTURES oversees small-group adventure travel off the beaten track for more than 20 years across Canada and the United States. From the cutting edge of the Canadian Arctic in New Mexico, from the eastern end of Newfoundland to the sunny beaches of Hawaii, we accompany adrenaline junkies in realizing their adventure dream. We offer active holidays to all types of travelers. From extreme adventure to a journey of discovery, from wildlife viewing to cultural tours with the Inuit of the Canadian Arctic, our team of outdoor lovers will share their passion for playing outdoors. We seek to share with all our travelers the love we have for North American culture, our respect for the environment and our passion for outdoor sports in the most spectacular environments of the continent.

Join a young and dynamic team in a great work environment.

Report directly to the Director of Operations, the Operations Manager is responsible for the tour logistics and tour leader HR.

KEY RESPONSABILITIES

The Operations Manager's responsibilities include:

Human resources:

- Write and publish tour leader job postings
- Meet, interview and hire tour leaders for seasonal positions
- Manage the tour leader schedule, work contracts and overall employee management

Operations:

- Plan and manage the tour leader schedule
- Assist in tour leader training
- Create and manage all the necessary tour documents
- Troubleshooting when situations arrive
- Logistic guru
- Admin work in peak season



- Manage de Canmore House: Room and task assignment

REQUIREMENTS

- Essential - Minimum of three years in the tourism industry (*in the adventure business would be preferable*).
- Essential - North American tourism destination specialist.
- Essential – Possess a great attention to detail, be a logistics guru, a born planner. Must have experience in travel operations.
- Perfect written and spoken Bilingual English and French. Other languages such as German and Dutch are a plus.
- Working proficiency in Microsoft Office: Word, Excel, Power Point, Outlook
- Active on social media
- Can work under pressure, able to work long hours during peak season
- No time off from May to October, peak season
- Good writing skills

How to apply

PLEASE SEND CV AND A COVER LETTER EXPLAINING WHY YOU ARE INTERESTED IN THIS POSITION VIA EMAIL TO: rh@windigo.travel