Job Posting
West Coast Expeditions Manager

West Coast Expeditions is a leader in providing educational wilderness sea kayaking experiences in an unmatched location: Spring Island, in the Kyuquot Sound area. WCE is owned by, and operates within the traditional territory of Ka:'yu:'k't'h'/Che:k'tles7et'h' First Nations on NW Vancouver Island. Our goal is to inspire people with the wonder and joy of getting to know BC's rugged and remote west coast through sea kayaking and marine/cultural ecology experiences that contribute in positive ways to the health and well-being of our guests, staff, community, and the Kyuquot area.

The current manager is transitioning to retirement, which is creating an opportunity for a dynamic and passionate individual in the kayaking outdoor adventure sector to take on a diverse and rewarding leadership role. The Manager role will be a year around salaried positions, reporting to the General Manager of Tiicma Hospitality. The year is broken into two sections, the "off season" mid-September to mid-May and the "operating season" mid-May to mid-September.

Duties and Responsibilities

Off season (Mid-September to Mid-May)

- Sales & Marketing - actively engage with social media, website updates, print materials, newsletter creation & distribution, google ad campaigns, Meta ads etc. Attend industry conferences and trade shows to network, promote West Coast Expeditions and Tiicma Hospitality, strengthen and build relationships, and seek new opportunities and partnerships. Pursuing travel trade industry to build relationships to expand WCE into new markets, provide marketing materials, manage contracts and agreements to meet their timelines
- Guest Relations - respond to guest inquiries within 12-48 hours with the goal of converting to a booking or providing information to assist the guest in planning their experience
- Reservation system - manage the reservation system; set up trips, add clients to trips, facilitate payment, confirmations, and add-ons.
- Industry Certifications - actively pursue and maintain industry certifications (Original Original, Authentic Indigenous, Green Tourism Canada, etc.)
- Suppliers Relationships - Maintain and foster relationships with suppliers, organize contracts and agreements for the season
- Logistics – plan logistics, systems, and efficiencies for the season including ground transportation, guest & guide movement, water taxi, preseason shop, staff training, camp set up etc.
- Human Resources - maintain working relationships with staff, hire new staff as required, set up schedules, send out employment agreements, manage performance expectations and reviews
- Budgeting & Planning - Participate in annual budgeting and planning sessions, monitor and maintain budgets and expenditures
- Capital/infrastructure Projects - collaborate with Tiicma Hospitality, within Tiicma, to plan and execute capital/infrastructure projects for Spring Island
- Funding Applications - Apply and manage funding applications for capital project and company initiatives
- Repair & Maintenance - facilitate and coordinate repairs of kayaks, boat, camp, and other company equipment

Operating season (Mid May – Mid September)

- Be onsite at Spring Island for the duration of the operating season
- Camp set up (and take down) - coordinate and execute camp set up and readiness for the season, and associated take down and equipment/camp care for the off season
- Facilitate, host, execute basecamp and expedition trips from Spring Island along with maintaining a positive and inclusive environment while ensuring standards and product quality are delivered
- Guide on water and land as part of the guiding team, as needed, and to maintain that presence and awareness with staff and guests
- Develop and maintain relationships with the community and members
- Communicate and work with the camp cook/chef and offsite resources to coordinate food orders and any additional supplies
- Manage staff camp dynamics in a professional manner
- Ensure daily tasks are completed and camp has all necessary items for smooth execution of the trip (water, propane, fresh linens ect)

Required Skill & Experience

- Actively involved in the kayaking industry with a minimum of 7 years' experience
- Current Level 3 (and associated WFA) certification with the Sea Kayak Guides Alliance of BC is ideal
- Successful track record in leading guests and wilderness experiences
- Skilled in managing a team in a remote wilderness setting
- Solution-oriented 'can do' attitude and problem-solving abilities
- Self-starter who works well independently with attention to detail and high accountability
- Clear communicator with positive customer service approach: verbal & written – phone, email, and in-person
- Competent with MS Office programs (Word, Excel, and Outlook), and reservation systems (we currently use Xola, with online waivers and forms through Smartwaiver); familiarity with Adobe Acrobat an asset
- Previous office/business administration training and experience
- Continuously monitoring weather, winds, tides and accessing risk with the ability make critical safety decisions that support the guiding team and guest experience
- Outdoor leadership education
- SVOP, SDV-BS (formally MED-A3), ROC-M, and Marine Basic First Aid

Hours/Realities of Work:

- Full time positions with flexibility and varying periods of intensity during the off season and onsite during the operating season.
- Off-season work location will be discussed and designed around the most suitable candidate's skills, attributes, aspirations, and availability, plus our need to ensure timely guest communications and associated trip organization.

Salary/Benefits:

- Annual salary - based on experience and fit
- Participation in extended health benefits and employer matching pension program

Please sending cover letter and resume to hospitality@tiicma.com Attn: Jaclyn Allison

Job posting will be available until filled.