

OPERATIONS MANAGER



Park location: Treetop Quest Gwinnett, 2020 Clean Water Drive, Buford GA 30519

Experience required? Yes. See profile requirements below

Compensation: Based on experience and education

Employment type: Full-time

MANDATORY TRAINING DATES: January 14th through 25th

Apply online at: <https://www.treetopquest.com/join-our-team/>

Position Overview

The Operations Manager is a dynamic role and vital to Park operations. The culture of our company is rooted in safety and strong team bonds. We expect individuals to be excellent team players and the Operations Manager should embody that mindset for their team, leading by positive example and ensuring their staff members have the tools necessary to be successful within their respective positions. Operating an Adventure Park requires a broad range of skills, so the Operations Manager should be able to assess the strengths of their staff in order to delegate responsibilities appropriately. The Operations Manager will also work with supporting departments (Accounting, Sales and Marketing) in conjunction with the Director of Operations to examine P&L and sales and make adjustments when needed.

Responsibilities

Human Resources:

Reports directly to the Director of Operations and is responsible for:

- Leading a diverse and often new-to-the-industry team.
- Recruiting, hiring, and training staff members.
- Leading the team with a positive attitude, evaluating staff, and correcting any safety, behavioral, or other issues promptly.
- Creating and adjusting staff schedules; calculating and submitting payroll bi-weekly.
- Attending professional development seminars and trainings as needed.

Business Administration:

Works with Accounting personnel and Director of Operations to monitor P&L, follow an annual budget, and makes adjustments to expenses when needed.

- Report all business expenses on a monthly basis.
- Purchase supplies and merchandise in accordance to an annual budget.
- Daily and weekly sales and operations reporting to the Director of Operations.
- Monthly reconciliation of all sales.
- Track and manage all cash revenues in accordance with company policies.
- Serve as the primary POC for insurance in the event of claims, under direction of the Director of Operations.

Sales and Marketing:

Works with Marketing and Sales personnel, and Director of Operations to set and monitor annual marketing plans and make adjustments when needed. Provides park specific information and feedback to supporting departments to ensure accurate and effective communication to our clientele.

- Work with Director of Operations and US Branch Manager to set annual sales goals.
- Work with Director of Operations and Marketing personnel to create annual marketing plans.
- Analyze sales, reporting numbers and trends to the Director of Operations based on sales goals and annual marketing plans. Work with Marketing personnel to adjust communication efforts as needed.
- Implement and delegate local sales and marketing efforts, including promoting the park and replying to inquiries on various social media platforms, following up with previous clients, promoting at local events, coordinating park events, and developing partnerships with local businesses and organizations.

Operations, maintenance, and development:

The Operations Manager is on-site approximately of 50% of the operational calendar. To ensure smooth park operations

they must have a firm grasp on the needs of their park, staff, and clients. However, it is also crucial they focus on HR, marketing, and administrative tasks to maintain a solid understanding of the current state of the business and plan accordingly for the future. The Assistant Manager role is key for operations and should be complimentary to the Operations Manager to ensure responsibilities can be shared effectively.

- Oversee daily park operations, making sure all staff are prepared for the day ahead.
- Maintain the company, industry and local standards regarding safety and the environment by overseeing staff during daily operations, course inspections, and equipment logs and recertifications.
- Work closely with the Assistant Manager and clearly detail their delegated responsibilities.
- Have a firm understanding of clients and our industry in order to improve services.
- Ability to navigate various computer programs (including Microsoft Office, reservation system, and equipment logs) to direct staff on using those programs and troubleshoot when needed.
- Maintain outstanding client satisfaction and promptly address any concerns.
- Supervise staff to ensure phone and email communication with clients is prompt, accurate, and professional.
- Ensure upkeep of grounds, courses and buildings.
- Delegate responsibilities appropriately according to park needs and staff skills. Particularly for responsibilities surrounding park upkeep, inspections, and daily operations.
- Suggest improvements and oversee development and expansion of the park.

Profile Required

- Educational background in management, or 1 year of management experience required
- Management experience in aerial parks or zip tours is preferred but not required
- Ability to lead and motivate a diverse team
- Excellent verbal and written communication skills
- Strong commitment to safety
- Organized, meticulous and able to manage time effectively
- Comfortable working at height
- Proficient in Microsoft Office and ability to learn other programs quickly
- Must be able to work outdoors for long periods of time in diverse and adverse weather conditions
- Fast learner
- First Aid and CPR certifications (can be completed within 2 weeks of hiring)
- Able to pass pre-employment background check

Conditions and Benefits

- Must be able to start January 2019
- Must be able to work most weekends and Holidays
- Salary based on experience and education
- Monthly healthcare reimbursements
- Annual bonus based on performance
- 2 weeks paid vacation

Please apply here: <https://www.treetopquest.com/join-our-team/>. Only candidates being considered will be contacted.