



Assistant Field Manager

About Our Company

Santa Barbara Adventure Company (SBACo) is a dynamic and fun place to work for people who love to be outside and share our region's natural beauty with others.

As the premier adventure travel outfitter on the Central Coast since 1998, we operate four companies under one roof: (1) Santa Barbara Adventure Company, (2) Channel Islands Adventure Company, (3) Santa Barbara Wine Country Tours, and (4) Coastal Team Building. We offer a vast variety of activities in and around Santa Barbara including sea cave kayaking at Channel Islands National Park, kayak tours in Santa Barbara, wine tours in Santa Ynez Valley, customized team building events for corporate groups, outdoor education programs for school children, and more!

SBACo company culture is second to none. We find strength in diversity and welcome professionals of all generations, genders, ethnicities, backgrounds, and lifestyles. We care about the environment and it's our mission to help expose others to the great outdoors and the importance of conservation.

Job Type

Full-time, Year-round*

*Low Season demands may vary depending on business and project needs and full time hours are not guaranteed.

Job Description

This role is a hybrid management and guiding role that consists of guiding 1-3 days a week and managing island operations 1-3 days a week on Santa Cruz Island. Using Outlook, Word, Excel, Google Docs and online reservation systems is essential. Strong customer service, organizational and communication skills are mandatory. Work on the mainland will be required, especially in the low season. Acting as Program Coordinator on single day programs and outdoor education trips will be required from time to time. Work in the island storefront will be required. You will work alongside the management team to improve the guest experience, manage and evaluate staff, maintain, and improve overall operations primarily at the Channel Islands and across all program areas.

Responsibilities

All responsibilities of being an [Adventure Guide](#) pertain to this role in addition to the following responsibilities:

Field Operations

- Stand in as an on-site Island Manager (IM) for operations at Scorpion Anchorage in the absence of the IM
- Support IM in managing the Channel Islands operation at Scorpion Anchorage and its supporting tasks/locations
- Manage other staff, delegate tasks and provide feedback to ensure a safe and efficient work environment
- Facilitate staff training days and support the training of Adventure Guide job duties
- Support general, overarching environmental stewardship goals for SBACo
- Make weather and customer service decisions and provide risk management context to other field and office staff
- Work closely with Field Supervisors and storefront staff to ensure all daily procedures are followed
- Lead incident response in case of an emergency
- Directly manage 10+ Adventure Guides, providing feedback, evaluation, and disciplinary action as necessary

Office Operations

- Provide trip design support, feedback, etc. to office/management staff routinely as request/needed
- Report on the performance of field staff and provide feedback to the relevant departmental manager(s) for areas of growth and concern
- Assist with office operations during canceled weather days, during the low-season, and/or when back-up support is requested

Facilities

- Lead maintenance and gear upkeep activities and special projects

Other

- Be trained in the Commissary Director role
- Must maintain a valid WFR and other certifications, as directed by the General Manager
- Must maintain a Commercial Driver's License with a Passenger Endorsement and obtain it within three months of starting of this role
- Other duties as necessary and assigned

Time Demands (estimated)

- Field work - Guiding or Field Leadership, including PC/CD roles - 50%
- Island management - 35%
- Office-based management and operations support - 15%

Working Conditions

- **Physical Demands**
 - This role will spend long hours in the field lifting heavy equipment and exerting energy during activities. Office work involves sitting and using office equipment and computers for long periods, which can cause muscle strain.
- **Environmental Conditions**
 - Field locations vary and may include hot, sunny, windy, wet, cold, and otherwise wild and remote locations. The workspace is located in a busy open office, you may be faced with constant interruptions, and must meet with others on a regular basis.
- **Sensory Demands**
 - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.
- **Mental Demands**
 - There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues while maintaining a calm demeanor.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

Schedule:

This position is up to 40+ hours a week. Role requires working & camping overnight on the island 4-5 days a week, seasonal weather permitting. Role will also require working mainland trips (location varying) as well as office/warehouse/trip days starting and ending in Santa Barbara.

During the high season this role will be prioritized towards field supervision roles such as on-site Island Manager, PC, CD, and trainer. During the low season this role will be prioritized towards guiding shifts.

Compensation

\$23-\$25 per hour, DOE, benefits outlined below.

We offer competitive pay, tour discounts for friends and family, end of season bonuses, career & training development opportunities for personal & industry growth, seasonal company-wide celebrations, and a fun work environment. Plus, our staff gets access to industry pro deals at many amazing outdoor outfitters!

Benefits Summary (subject to eligibility and policy)

Insurance Stipend

Monthly insurance stipend is available. \$2,400/year

Sick Pay

Sick days accrue at 1hr per 30hrs worked up to a maximum of 40 hours used per year.

Paid holidays

MLK, President's Day, Thanksgiving Day, Christmas Day, and New Year's Day. Some of these paid holidays you might be requested to work, in that case you can pick another day in exchange for the paid holiday that you worked. Paid holidays are only available for full-time staff, part-time employees do not receive paid holidays.

Paid Vacation

This position receives up to 5 Paid Vacation days per year, accruing per hours worked. There will be a cap of accrued hours set at 60.

401k

After 1 year of employment & working at least 1,000 hours we have a company 401(k) program that all eligible employees can opt to join which includes up to a 4% company match. Enrollment dates are January 1st & July 1st.

Terms

Santa Barbara Adventure Company personnel are employed on an at-will basis. Employment may be terminated by either party at any time.

Santa Barbara Adventure Company is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, or disability. We can only accept applicants who can legally work in the United States.