



## 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.

## Operations Manager

### Job Description

The Operations Manager is a critical leadership role responsible for supporting the successful daily operations of the organization. This position is widely considered the third in command, working closely with the General Manager and Assistant General Manager to ensure operational excellence, strong staff support, and high quality guest experiences.

The Operations Manager plays a key role in maintaining clear communication across the Management Team, ensuring alignment on priorities, workflows, and operational goals. The role requires strong organizational skills, the ability to manage multiple projects simultaneously, and a high level of customer service and leadership.

Proficiency with Outlook, Excel, Word, online reservation systems, and operational software platforms is required.

### Responsibilities

#### Operations, Scheduling & Reservations Management

- Develop and maintain operations team, operational strategies related to bookings, reservations, customer service, and trip logistics.
- Conduct annual reviews of trip information and program materials distributed to guests and guides.
- Oversee ferry ticketing, food reservations, winery bookings, and related logistical requirements.
- Monitor and support tour inventory management within **Zaui**, maximizing revenue with available staffing.
- Review trip reports and support maintenance and supply planning.
- Provide advanced level customer service support, including resolving complaints and approving refunds when necessary.

#### Marketing, Field and Sales Collaboration

- Support Marketing Manager with marketing projects as necessary.
- Support Group Sales Manager with staffing and training fulfillment as necessary.
- Support Island Manager with record retention, customer relations and training requirements as necessary.

#### Human Resource Management & Scheduling Support

- Oversee scheduling of guides, vehicles and equipment.
- Support Staff Development Manager with training, testing and certification management.

- Respond to availability updates & approve time-off requests of operational staff adhering to SBACo seasonal policies and business demands.
- Support monitoring of timesheets and payroll processing.
- Support seasonal and need based hiring efforts, assisting with screening, interviewing, and onboarding.

### Supervisory Duties

- Manage 5-10 direct reports.
- Support supervision and scheduling of all staff.
- Manage, train, and develop Front Office Operations Team
- Supervise the retention & filing of office records and program data
- Support staff in a positive manner with a growth mindset attitude with the goal of staff retention & development
- Maintain and strengthen partnerships with key operational partners including Island Packers, wineries, harbor authorities, and other vendors.
- Other duties as necessary and prioritized by the GM and AGM.

*Ability to use Outlook, Word, Excel, Google Docs and a variety of online systems is essential. Strong leadership, organizational, and communication skills are mandatory. This position works directly with the General Manager to ensure critical components to SBACo's success such as maintaining a safe workplace and ensuring well-maintained equipment.*

### **Additional Skills**

The incumbent must demonstrate the following skills:

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| ✓excellent interpersonal skills                       | ✓effective written communications skills   |
| ✓analytical and problem-solving skills                | ✓stress and time management skills   |
| ✓decision making skills                               | ✓be honest, flexible, respectful and trustworthy   |
| ✓effective verbal and listening communications skills | ✓possess cultural awareness and sensitivity  |
| ✓attention to detail and high level of accuracy       | ✓demonstrate sound work ethics   |
| ✓effective organizational skills                      | ✓be able to provide feedback in a meaningful manner to encourage growth & development of staff you supervise |

### **Working Conditions**

- **Physical Demands**  
The Operations Manager will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The incumbent will also have to do some lifting of supplies and materials from time to time.
- **Environmental Conditions**  
The incumbent is located in a busy, open area office. The incumbent is 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. The nature of the business often allows for stressful last-minute changes and challenges.

***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.***

**Commitment:** This is a full-time, year-round position. 40+ hours/week; flexible scheduling is necessary at times. The role requires availability to work weekends at times. Work outside of assigned hours to ensure job responsibilities are being met & job performance to a strong level is expected at times especially during the busy season. Working Holidays is required based on business and operational demands.

**Compensation-**

**Salary:** \$75,000 - \$87,000 per year DOE

*This is an exempt salaried position that requires 40+ hours weekly. Overtime will be required as necessary and this position is exempt from overtime pay. Discuss with the General Manager if you have any concerns regarding how to balance your schedule to account for necessary and potentially unforeseen overtime.*

**Insurance Stipend:** We will reimburse up to \$115.38 per pay period worked in a full-time capacity to cover the cost of a personal health insurance plan. This is a maximum of \$3,000 per year.

**401k:** Eligible for enrollment in the company's 401k plan with 4% match starting after 1 year of employment and 1,000 hours worked. Enrollment windows are July 1st & January 1st.

**Paid Vacation (PTO):** 2 weeks (10 days) paid vacation available per year. A majority of vacation time is to be scheduled between November 1st and February 1st only. Vacation days are subject to the Director's approval, based on business demand and bookings. Additional unpaid vacation may be taken with approval.

**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.

**Sick Pay:** Sick days accrue at 1hr per 30hrs worked up to a maximum of 40 hours used per year. Use of sick pay aligns with CA Sick Leave Policy guidelines

**Terms:** This is an at will agreement which may be terminated by either party at any time. Review of performance as necessary.