



OREGON RIVER EXPERINCES

DAY TRIP MANAGER

SUMMARY/ROLE:

The O.R.E. day trips manager oversees the daily operation of all half-day/full-day trips. This includes being the primary point of contact for day trip guides, guide scheduling, trip plans/rosters, trip logistics, daily permits, shuttle scheduling/transportation, gear management, warehouse/shop mgmt., and effective communication/collaboration between office support staff and management/ownership.

This role also includes a strong on-river component that includes leading trips, assisting in teaching new guides, driving shuttle and other duties as assigned.

RESPONSIBILITIES/REQUIREMENTS:

- Prior river guiding experience and ability to operate on O.R.E. day trip rivers using paddle boats
- Coordinates with office manager/owner to develop daily, weekly, and monthly schedule
- Ensure all day trips are effectively organized and operated consistent with O.R.E. policies and procedures
 - Organization of trip paperwork, pre trip set up
 - Complete food buys as required with provided menu's
 - Conduct pre-trip meetings with lead guide/guides
 - Management of day trip photos; USB inventory, post trip charges, follow up as needed
- Maintain shop cleanliness and operation order
- Gear repair as needed
 - Maintain list of needed gear repair
- Vehicle mgmt. of day trip vehicles
 - Cleanliness
 - Working condition
 - Assist in taking vehicles for maintenance
- Manage and evaluate guides, drivers, and any part-time shop employees.
- Maintain high quality customer service relations and communications
- Effectively communicate with clients via telephone and email
- Assist in guide training
- Professionalism on the river and in the shop at all time
- Ability to adapt to fluid situations and keep a calm demeanor
- Assist in phone services at designated times
- Other duties as assigned

SCHEDULE:

- 5 days per week of administration work (3 hrs./per day). 4-5 days of guiding/supporting river day trips. Additional work available during summer. Mid-April—Mid September.

COMPENSATION:

- Partially salaried at 20 hrs. per week (\$20-\$25), with additional daily wages accrued for guiding river trips (variable, dependent on experience). Gas stipend per week. Additional tasks will be compensated at an hourly rate.

ADDITIONAL INFORMATION:

- Ability to work longer hours when as needed; outside of regular business hrs.
- Prefer 3+ years of prior river guiding experience
- Prefer 1 year of prior management of employees/volunteers
- Prefer a candidate who is looking for a 2+ year commitment
- Work autonomously for normal day-to-day functions
- Opportunities for multiday trips as schedule allows
- Other opportunities for guiding trips outside of summer (hiking, biking, snowshoe, xc skiing)
- O.R.E. warehouse is based in Eagle Creek, OR. No company housing is available at this time.

APPLICATION PROCESS:

- Resume, cover letter and 3 work related references to info@oregonriver.com



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