



Please scroll below for the following Job Descriptions:

Hoodoo Adventure Company Ltd.

Bookings, Operations & Climbing Gym Staff

Booking & Administrative Assistant

Tour Guide/Instructor/Facilitator

Youth Program & Not-For-Profit Director

Summer Adventure Camp Instructors (Overnight and Day Camps)

Chute Lake Lodge Ltd.

Live-in Chef

Live-in House Keeping and Bookings Assistant

Restaurant Service Staff – Please contact us for more information & to apply.

Contact: ben@hoodoadventures.ca with your resume to apply.

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION: Bookings, Operations & Climbing Gym Staff



Position: Operations Staff

Reporting to: Operations Manager

Functional Relationships with: Instructors & Guides, Bookings Manager, General Manager, Guest Experiences Manager

Primary Objective: To provide professional and friendly customer service to all clients throughout the booking and trip process.

Key Tasks: To ensure group events and outdoor activities are prepared to run smoothly & professionally.

Accountabilities:

1. Greet, welcome, and check in clients for their tours, rentals, and bookings.
2. Ensure that all trip paperwork is completely filled out by the clients and they understand the policies and procedures.
3. Fully check all equipment for damage, cleanliness, and sizing before all trips or rentals go out. Fully check all equipment for damage and cleanliness upon check in at the end of a booking. Assure that all check in/check paperwork is complete.
4. Clean all equipment before and/or after a booking, report any damage to the Operations Manager and work in tandem to fix equipment.
5. Maintains presentation of vehicles.
6. File post-trip paperwork with bookings manager.
7. Communicates with bookings manager and guides about changes to bookings and trips.
8. Ability to participate and lead some tours, camps, and other events.
9. Meet all daily duties:
 - Daily opening & closing requirements (cleanliness and security of building, cash out, etc.)
 - Prepare all equipment for tours, rentals, and courses o Ensure cleanliness and maintenance of equipment for rentals
 - Enforce safety standards and maintenance of equipment with Operations Manager
 - Ensure safety and presentation of climbing gym & outdoor centre o Greet clients in person or by answering phones.
 - Take bookings and effectively communicate with clients on all areas of the business (tours, rentals, custom tours, and area information.)

Applicants for this position must have:

- Driver's license to drive in Canada (Class 5 Minimum, Class 4 encouraged)
- Basic skills and confidence with Microsoft suite programs including excel
- Effective and professional communication skills

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION: Adventure Guide/Instructor/Facilitator



Position: Adventure Guides/Instructors/Facilitators

Reporting to: Operations Manager

Functional Relationships with: Guest Experiences Manager, Operations staff, Co-Instructors, Bookings Manager, General Manager

Primary Objective: To ensure the efficient and effective running of group events and outdoor activities, maintaining quality and consistency in products.

Key Tasks: To ensure group events and outdoor activities are run safely and professionally.

Accountabilities:

1. Pre-Trip Preparation: Safe loading of equipment necessary for the activity as set-out in the operations manual. Assess weather and trail conditions and communicate with Operations Manager on trip decisions.
2. Travel To Venue: Drive safely and courteously to the venue for the activity to arrive no later than 30 minutes before the client meeting time.
3. Meeting and Greeting of Clients: To meet and greet clients in a friendly and professional manner and assure the appropriate paperwork is filled in and payments confirmed.
4. During Activity:
 - To carry out the activity in conjunction with the operations manual in a safe and professional manner.
 - To maintain friendly and professional contact with the clients and ensure their needs are being met.
 - To assure the client receives information about the area as per the operations manual
 - Where multiple guides are running an activity a 'Lead Guide' will be nominated. This person must supervise and direct 'Second Guides' and be responsible for the activity as a whole.
 - The Lead Guide has the sole responsibility for the safety and overall coordination of the activity and can make any decisions that they see as necessary during the trip to ensure safety of clients/ staff.
5. Post Trip at Venue or in Field:
 - To load all equipment and farewell the clients in a friendly and professional manner.
 - Provide clients with information about other activities The Company can provide where appropriate or other activities in the area.
6. Post Trip at Base:
 - To unload, clean, and store equipment and, where applicable, log equipment usage and report any damage (unless employed to only be on activity during client contact).
 - Complete and file trip paperwork and applicable reports
7. To assist with training and development of "junior" instructors and guides where appropriate.

Key Outcomes:

- All excursions are managed without any incident
- Health & Safety legal requirements are met/exceeded
- High level of customer satisfaction measured by: a) Any complaints and/or positive feedback, reviews and/or referrals b) Written incident reports and follow up.

Relevant Skills/Qualifications/Experience:

- Wilderness First Aid
- Certification in one or more of the following areas: Rock Climbing, Kayaking, Canoeing, White Water/Rafting, Hiking, Mountain Biking, Cycle Touring, Leadership, Tourism and Hospitality, Adventure Based Learning, Low/High Ropes, Coaching
- Class 4 Drivers License

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION:

Booking Administration



Position: Bookings Administrative Assistant

Reporting to: Bookings Manager

Functional Relationships with: Marketing and Business Development Manager, Operations Manager, Client Experiences Manager, General Manager, Operations Staff

Primary Objective: Hoodoo Adventure Company Ltd is searching for a bright, energetic and detail oriented team player. The Bookings Administrative Assistant is responsible for day to day bookings from inquiry to post event feedback, providing information and tracking the experience, while offering administrative support to the team.

Key Tasks:

To assure that the all Bookings are dealt with in a timely and professional manner and that the operations staff have the information they need to deliver successful and safe experiences.

Accountabilities:

1. Maintains accurate and up-to-date records and files for all bookings and tours
2. Manage communications with the client from inquiry to delivery to follow up/feedback
3. Manage Feedback and post trip deliverables (photos, video and/or any further information required)
4. Secures all required contracts, invoices, proof of insurance and other documentation as needed
5. Receive and process bookings, payments and deposits. Invoice customers and special group events
6. Send pricing, program details and itinerary changes
7. Send information on Cancellation Policies and Procedures with Confirmations.
8. Check in with clients pre-trip via phone and/or email
9. Enter events in Calendar and keep the calendar organized, clean and up to date.
10. Assign Staff, vehicles and rentals (resources) to individual events
11. Assure proper communication with Operations Manager and General Manager about equipment availability and conditions, catering needs, restaurant/accommodation bookings, etc.
12. Liaise with Bookings Manager, Operations Manager and General Manager at a weekly meeting
13. Liaise with Marketing and Business Development Manager daily to fill trips and shuttles.
14. Print updated trip rosters daily
15. Reply to event/race registration emails in a timely manner and source the information needed to respond to their inquiries
16. Liaise with the Bookings Manager on invoicing and contract for all clients and vendors
17. Follow up on contracts and payments in a timely manner
18. Maintains customer confidence and protects operations by keeping information confidential.
19. Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries
20. Assist with Bookkeeping duties.

Skills/Qualifications Required:

Our ideal candidate would possess the following:

- Passion for tourism, proven work history in office or similar environment, demonstrated organizational skills
- Excellent communication skills: verbal, administrative writing and creative writing
- Ability to work independently, multi task/manage multiple projects simultaneously and achieve results on deadlines
- Positive attitude, resourceful nature and excellent problem-solving capabilities
- Microsoft Office (Outlook, Word, Excel, PowerPoint); proficiency in Adobe Creative Suite ideal but not required, online registration systems
- Proficiency in Bookkeeping programs. (Sage Accounting Program)

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION:

Youth Program & Not-For-Profit Director



Reports To

General Manager, CEO, & Board of Directors

Job Overview

The Youth Programs Director creates, plans, and oversees the execution of adventure youth programs in the community for schools, youth groups and Adventure Camp programs. Working with the management team, creating and fostering community relationships, looking for growth opportunities, budgeting and guiding a team of Instructors is important to the success of this role and the future of our Hoodoo Kids programs. A successful candidate in this roll must be organized, motivated to work on their own and in a team, confident at problem solving, budgeting and management and have a passion for youth and the outdoors.

Your work can help a community flourish by providing outdoor education programs to kids in need and creating alternative after-school activities that provide safe and productive environments.

Responsibilities and Duties

- The Youth Programs & Not-For-Profit Manager is responsible for:
- Creating outdoor programs for youth groups, schools and camps
- Train and Supervise Staff, recruit volunteers, interview prospective staff, create work schedules and evaluate performance in order to build a successful and supportive team
- Create, manage and operate within a budget. Upper management may set budgets, or the Youth Director may be required to build funds through grant applications and donations.
- Maintain financial accounts and create reports
- Organizing administrative work for youth programs, including Adventure Camp;
- With Marketing team and Management to sell programs
- Coordinate information with parents.
- Managing not-for-profit social media, websites, and grant applications.
- Leading youth programs including Adventure Camp, school programs, and youth groups.
- Working as a team to manage company resources for programming

Qualifications

The Youth Program & Not-For-Profit Manager must be qualified &/or experienced with the following certifications & programs:

- Management and budgeting skills
- 5+ years' experience working with children as a leader or instructor
- Wilderness First Aid (40 hours minimum) - can be obtained upon hiring
- Class 4 (required) - can be obtained upon hiring
- Skilled with Microsoft Office, Social Media (Instagram, Facebook, Wix), & able to learn booking system programs
- Certification in one area of outdoor guide/instructor (kayak, canoe, hiking, biking)
- Experience in Grant writing
- Passionate about the value of outdoor time for kids & getting kids of all ages into adventure sports
- Creative & able to create youth/leadership games
- Ability to create and work within a budget
- Knowing rules and regulations associated with working with children
- Proficiency in computer programs
- Experience dealing with children with behavioral issues or youth at risk

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION



Overnight Adventure Camp Instructors – Trail Blazer Campers Ages 9-15

Job Description

Overnight Camp Instructors are responsible for planning, leading, and implementing core and non-core programs and experiences for youth in a small group setting. They will also be responsible for the general safety and development, growth, and skill achievement of the participants in his/her group. The incumbent will provide high quality outdoor educational and recreational experiences for participants that focus on the core values of our company and the three “R’s”: respect yourself, respect others, respect the environment.

Essential Responsibilities:

- Help write and implement a weekly schedule for your camp group.
- Organize and lead a variety of small and large group activities each week. Activities may include nature art, team building games, swimming, archery, canoeing, kayaking, biking, SUP, hiking, etc.
- Identify and respond to camper behavior issues.
- Ensure that the site is kept clean, organized, and free of litter.
- Communicate with parents about participant’s experiences and report concerns to Camp Leadership.
- Assist in maintaining accurate program records including incident reports, logbook documentation, and daily attendance.
- Know and understand ALL emergency procedures associated with the camp program.
- Know, enforce, and follow all safety guidelines associated with the camp and all program areas. This includes but is not limited to being responsible for your campers’ safety and their whereabouts at all times.
- Help foster have a deeper understanding of leadership skills.
- If applicable, maintain constant surveillance of the pool area/body of water, know/review all emergency procedures and respond to emergency situations immediately. Attend monthly in-service trainings.

Requirements/Qualifications:

- Upon hire, completion of Wilderness First Aid and BLS certification.
- Education classes or experience in camp, youth programs, recreation, working with children, or in a related field.
- Ability to lead, plan, organize, and implement program activities.
- Ability to work as a member of a team and the ability to accomplish tasks with little direct supervision.
- Strong organizational and communication skills.
- If applicable, current nationally accredited lifeguard certification (applicable for body of water being guarded).
- If applicable, Oxygen Administration certification (may not guard until certification is complete).

Contract starts:

Training April 26-28th, School Programs and product development start May 1st, full time Camp starts July 2nd.

Contract Pay:

Day rates for School Programs and Pre-camp product development

Monthly rates paid bi-weekly for Overnight Adventure Camps

Contract includes accommodation (please enquire for more details)

Contact us for extended work conditions

Support Staff with Qualifications:

We are looking for Overnight Camp staff to take the lead on programs and run camp daily, offering the children a consistent leader/instructor from day to day. Camp Instructors may be joined by at least one qualified/certified Outdoor instructor/Guide to offer the individual activities and assure ratios and highest standards of safety are always maintained throughout our programming.

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION

Summer Adventure Camp Instructor – Day Programs Explorers Camp, Ages 8-12, Trekkers Camp, Ages 5-7



Job Description

Reports to: General Manager

Position Summary:

Hoodoo Adventure Camp invites you to join our amazing, fun and dynamic Summer Adventure Camp Staff team at our downtown Penticon location. This position seeks to employ fun, energetic, outgoing and dedicated staff that are 20 years of age and older to not only support our programs, but also be a positive and engaging role model in the lives of the children we support!

Duties will include, but are not limited to:

Attending training and regular meetings, attending adventure summer camp each week day and must dedicate themselves to this full-time role for the entire 9 weeks of programming. Other duties may be assigned as necessary.

Job Duties

- Assisting with the planning, implementation and evaluation of the Summer Day Camp Programs
- Being an enthusiastic and positive role model to children throughout all Day Camp activities
- Ensuring that all program activities are enjoyable and safe for all participants
- To be actively involved in all aspects of the Summer Day Camp program
- General supervision and positive role modeling
- Assist in the daily maintenance and cleanliness of the building
- Be committed to 3 Days of intensive training and 9 weeks of camp
- Provide a safe, nurturing environment for children.
- Document incident reports.
- Attend regular staff meetings.
- Promote and encourage each individual to maintain an optimum level of health, well-being and self-esteem.
- Maintain and model appropriate personal boundaries with children.
- Support children with problem solving, compatibility, and conflict resolution.
- Maintain current knowledge of drug and food allergies and sensitivities of each individual
- Ensure all property is maintained at an optimal level of cleanliness and tidiness.
- Respect and protect the privacy of information relating to all company clients, employees, and business affairs.
- Maintain current knowledge and practice of all relevant plans, policies and procedures as established by the Company
- Ability to work in changing weather conditions and be outdoors for extended periods of time
- Other duties shall be assigned as required.

Requirements

- Must be at least 21 years of age.
- Must have a Class 4 Driver's License or be willing to obtain one before the contract start date
- Experience in outdoor programming
- Interest and experience in outdoor activities, kayaking, hiking, biking, rock climbing
- Willingness to attend unpaid days of training in the above activities in the month of May
- Previous experience working with children aged 5-12 years old is preferred.
- Have current First Aid and CPR or willing to obtain prior to start date.
- Preference will be given to someone with a life guarding certificate
- Successful completion a Child Intervention Record Check and RCMP Criminal Record Check.
- Works well in a busy team environment, with excellent organization and communication skills.
- Demonstrated sense of skill when dealing with positive behaviour management with children.
- Able to effectively communicate both verbally and in writing.
- High level of critical and logical thinking when working with children and as a team.

Chute Lake Lodge Job Description

Live-in Chef and Support of Management



Services AND RESPONSIBILITIES

The Employee will be responsible for providing the following services to the Company:

JOB BRIEF

We are looking for an experienced and qualified Head Chef to organize the kitchen's activities. You will be the first in command in the facilities and will create seasonal menus and recipes and inspect dishes before they arrive at the customers ensuring high quality and contentment.

Responsibilities and Accountabilities

- Control and direct the food preparation process and any other relative activities
- Construct menus with new or existing culinary creations ensuring the variety and quality of the servings
- Approve and "polish" dishes before they reach the customer
- Plan orders of equipment or ingredients according to identified shortages
- Arrange for repairs when necessary
- Remedy any problems or defects
- Be fully in charge of hiring, managing and training kitchen staff
- Oversee the work of subordinates
- Estimate staff's workload and compensations
- Maintain records of payroll and attendance
- Comply with nutrition and sanitation regulations and safety standards
- Keep food costs in line when ordering and preparing menus for daily operations and events
- Foster a climate of cooperation and respect between coworkers
- Create, record and maintain systems, processes and policies where applicable
- Provide bi-weekly accountability through reporting (with provided tools to do so), regular meetings and coordination with Management and Owners to address concerns, bring forward ideas and general communication
- Actively promote Chute Lake Lodge activities and facilities while contributing to the smooth operation and overall profitability

Requirements

- Proven experience as head chef or senior position
- Exceptional proven ability of kitchen management
- Ability in dividing responsibilities and monitoring progress
- Outstanding communication and leadership skills
- Up-to-date with culinary trends and optimized kitchen processes
- Good understanding of useful computer programs (MS Office, restaurant management software, POS)
- Credentials in health and safety training
- Degree in Culinary science or other related certificate or training/relevant industry experience

Other lodge duties to assist Management and Team

- General cleaning and assistance with grounds work and maintenance of property when possible
- Answering the phone and taking messages or at times bookings
- Taking customer orders at the front end of the restaurant
- Cleaning tables and the general tidying and restocking of the front end of the restaurant
- Keeping the fire going in the restaurant
- Cleaning washrooms
- Cutting wood
- Laundry
- General assistance with lodge upkeep and working with the team to operate as needed in a lodge environment
- There may be opportunity or times for running customer experiences, such as shuttles, tours or event support
- Create, record and maintain systems, processes and policies where applicable

****This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by team members in this position. It may not contain a comprehensive inventory of all duties and responsibilities.**

Chute Lake Lodge Job Description

Live- in Housekeeping and Booking Assistant Manager



SERVICES AND RESPONSIBILITIES

The Employee will be responsible for providing the following services to the Company:

JOB BRIEF

Reporting to the Rooms Manager, this position leads and motivates a team tasked with ensuring consistent high standards of cleanliness and service throughout resort accommodation.

Responsibilities and Accountability

- Ensure lodge rooms and cabins are clean after each check out and ready for the next stay
- Ensure housekeeping procedures and training checklists are in place, maintained and adhered to.
- Ensure support team is trained, motivated and focused where/when applicable.
- Monitor guest satisfaction and address feedback efficiently and effectively for the benefit of guests, owners and co-workers.
- Work with Management team on accurate budgets, labour, conduct regular inventory checks & audits, and develop progression plans.
- Coach, manage job performance and conduct regular reviews.
- Report deficiencies in a timely manner and maintain detailed logs.
- Coordinate with Management, vendors and suppliers to ensure focus is on cost saving measures and quality products.
- Ensure deep cleaning project tracking & accurate billing is in place.
- Participate in regular team meetings and promote an open-door policy.
- Work and communicate in a professional manner, assisting as necessary to develop team spirit and to achieve standards of work and guest care.
- Actively promote Chute Lake Lodge activities and facilities while contributing to the smooth operation and overall profitability.
- Maintain a clean and well-organized work area.
- Ensure policies and standard operating procedures are followed consistently and look for areas of opportunity.
- Assist Experiences Manager with duties and responsibilities around bookings, check-in/check-out processes
- Confidence (after training) in online booking and room management

Requirements

- Prior experience, excellent interpersonal skills with proven ability to lead a team and manage conflict.
- Prior experience in housekeeping/custodial tasks.
- Be physically fit with the ability to lift and carry 30 lbs.
- Must be highly organized with strong attention to detail.
- Must have effective time management skills and be able to work in a fast-paced environment with multiple interruptions.
- Must be able to follow written and verbal instruction, work with minimal supervision and demonstrate honesty and integrity.
- Must be flexible in hours and days available to work

Other lodge duties to assist Management and Team

General cleaning and assistance with grounds work and maintenance of property when possible

Taking customer orders at the front end of the restaurant

Cleaning tables and the general tidying and restocking of the front end of the restaurant

Keeping the fire going in the restaurant

Cleaning washrooms and facility

Cutting wood

Laundry

General assistance with lodge upkeep and working with the team to operate as needed in a lodge environment

There may be opportunity or times for running customer experiences, such as shuttles, tours or event support

Create, record and maintain systems, processes and policies where applicable

****This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by team members in this position. It may not contain a comprehensive inventory of all duties and responsibilities.**