

## **Manager - Wyoming River Trips**

**Position Type:** Part-time/seasonal, salaried + guide pay when applicable, one-season

**Contract Desired Schedule:** 20-40 hours per week in managerial role (see descrip.)

**Target Start Date:** April 2022

### **About Wyoming River Trips**

Wyoming River Trips is currently the oldest continuously run River Outfit in Cody Wyoming. It was started in 1978 by Rick and Ron Blanchard. At the time they were competing with Cody Shoshone River Float, run by a relative of Buffalo Bill. By focusing on community, high standards of operation, and hiring highly trained and multi-faceted staff, WRT quickly became the premier river outfitter in the area. Cody Shoshone River Float closed up shop a few years later. Since then WRT has prided itself on setting a high standard for the community with regard to equipment and best practices, risk management, environmental attitude and care and investing in high-quality, well-trained staff.

In 2020 WRT began its transition to second generation ownership and renewed its focus on community impact and community building within the organization and collaboratively with other businesses. WRT hires employees who see themselves as part of a greater whole and want to develop not just boating skills but a fluidity and adaptive nature that will serve them outside the river float environment.

### **Position Summary**

The manager/s of WRT will be responsible for ensuring the smooth daily operation of all river float activities during the river season—typically May 1 - Oct 1. This includes developing effective communication with 8-15 staff about their availability, creating and managing balanced schedules, ensuring the enjoyment of 7,500 + customers to the best of their ability, providing staff coaching and training when necessary and supporting WRT ownership in their organizational goals.

The ideal candidate possesses strong clerical, logistical, communication, and customer service skills. The position is currently a 40/ hours per week role, and may be hired as a shared position between two part-time managers, under a one-season contract, with the opportunity to extend to the off-season months under conditions that will be discussed during the hiring process. This is an opportunity for growth-minded, highly collaborative and organized individuals to build on existing managerial or peer-leadership experiences with the possibility of helping shape the next phase of an actively developing, community focused business.

The position reports directly to WRT Ownership.

## **Responsibilities and Expectations**

- Utilize a variety of leadership styles and techniques to ensure the success of WRT operational goals including staff enrichment, growth and personal well-being. Example: Transformational, Authentic, Adaptive, Situational, Visionary and Organizational leadership methods and styles will be used when appropriate.
- Excellent at giving and receiving feedback and implement relevant feedback from: customers, peers and upper management
- Able to identify early, address appropriately and diffuse conflicts among staff, customers, and between themselves and others.
- Ability to support the decisions and structural changes of upper management, recognizing that as manager you are setting an example for the rest of the guide/workplace community regarding the level of buy-in on those changes. If we want staff buy-in we need managerial support.
- Recognize the need for and work to develop genuine respect for all co-workers and ownership.
- Effective managers will be able to utilize a socio-centric approach to evaluate the various perspectives and choices of others and will be excellent communicators—seeking to better their own understanding as they share suggestions.
- Be able to deliver timely and clear feedback to upper management ( i.e. in the moment when that is appropriate, privately and at a less emotional moment when that is appropriate) if you feel decisions or structural changes are not beneficial to the WRT community, business or broader Cody Community.
- Effectively communicating to upper management anything that they need to know about and or handle at a higher level. Exp: insurance claims, injuries, incidents on and off the water, spending decisions etc. Management should strive to be transparent and communicative in decision making with ownership.
- Be the example of office and warehouse cleanliness and organization. Wash and put away dishes, keep the counters clear, sweep the boathouse, take out the recycling and trash etc. The list on the cleaning closet door was intended to be a group clean list (divide and conquer). More often than not, one person is doing all those things throughout the day. It would be very appropriate for a manager to facilitate a group clean with all the guides present for the day after work, once or twice a week.

- Familiarize yourself with all our policies and resources (available in the Google Drive). Know where they live, how to access them and be able to use them as a resource for yourself and others. We have a large employee handbook at this point. If you haven't read it all, read it. If you are unsure of what something is, or how we intend to use it, ask. Managers should be using their downtime to help us improve these resources or create additional resources.
- Recognize the relationship between capacities in FareHarbor/WRT booking platform and real physical guide resources. Manage/adjust capacities accordingly based on driver availability, working vehicles, whether or not we have enough people to cover the office and guide availability.
- Use FareHarbor/Booking platform to capture useful information that helps the company make decisions about spending in the future. I.E. diligently record all referred business from All Trips, Bill Cody Ranch, Absaroka ranch and other Partners.
- Use scheduling tools to effectively pass useful information to staff in a timely manner. (in 2021 we used Deputy)
- Use direct communication with staff to reinforce or check-in regarding scheduling when needed.
- Use shared vision with upper management and understanding of industry best practices, people management, and the business inner workings to creatively solve problems in a timely and cost effective manner while upholding the company standards.
- Ensure that there is a capable person available in the office to manage walk-in business and that they have all pertinent information about the day to make effective decisions when the manager is gone.
- Consistently place the success of the company and well-being of employees above the need to be recognized as a person in charge.
- Understand the scope of duties they are responsible for and prioritize achieving the intended outcome over using the “right” process.
- Make decisions without the help of upper management within their scope of decision making power and to the company standards. (see scope below)
- Understand the relationship between revenue and expenses and make cost-effective decisions. Do not use company money for personal lunches or put your breakfast orders in with customers just because. Recognize when it is appropriate to support staff by buying food and drink and spend in an appropriate manner and equally for everyone.
- Understand and stick to a basic budget when required. Stick to any budgets set out for trip food or extra staff spending. If you feel you need to go over this amount, please check with ownership or make that decision in the moment but be prepared to back it up.

- Prioritize staff development and WRT community over personal desires during working hours.
- Managers should have 1 to 2 full days off a week and are responsible for scheduling their days off. Managers should be able to work with each other and ownership in a fluid manner and allow each other the space to manage and make decisions when they are in the Manager role and the other is not.
- Be organized with admin paperwork that they are handling and deliver it in a timely manner (i.e. keeping, marking and tracking receipts, employee timesheets, deposit slips, low inventory reporting, merchandise suggestions)

### **Required Qualifications**

This position requires a trustworthy, efficient, adaptable and hard-working team player, who is able to take both instruction and initiative, and is highly detail oriented.

### **Education and Previous Experience**

- High school diploma or GED required; higher education an added plus.
- Prior experience in an office environment performing administrative duties or equivalent experience with digital organization of people and information.

### **Skills, Qualities and Abilities**

- Desires to be involved in and influence the execution of WRT's company goals. —providing the highest quality, engaging and curiosity-inducing rafting experiences with educational opportunities focused on history, ecology and sense of place.
- Proficient with Microsoft and Adobe products including Word, Excel and Acrobat, as well as Google applications.
- Able and excited to learn new software that will increase organizational efficiency.
- Demonstrates excellent communications and customer relations skills, both verbal and written
- Possesses superior organizational skills
- Is able to perform detailed work accurately and on time
- Is a proactive, self-starter while understanding when to ask questions and request help
- Is punctual, trustworthy and reliable
- Works efficiently and effectively both independently and in a team with minimal day to-day supervision
- Valid driver's license. Current CDL is a bonus.

## Physical Requirements

Must be able to spend several hours at a time sitting and operating a computer and other office machinery. Must be able to lift and carry oddly shaped objects 45 + lbs pounds. Must be able to read, write and communicate fluently in English. Spanish fluency would be an added plus.

**Compensation and Accountability** This is a seasonal salaried position and does not include health or retirement benefits. Salary will be paid bi-weekly and will range from \$1200- \$1800 commensurate on experience and commitment made. Pay and tips for guided trips will be in addition to salaried pay. Managers are expected to schedule 1 to 2 days off a week. The position will be hired with a one-season contract and the possibility to extend to the off-season and 2023. Growth opportunities are also available within WRT and it's sister company Wyoming Rivers Cooperative depending on performance. The position currently reports to WRT Ownership.

**Equal Opportunity** Wyoming River Trips is dedicated to the principles of equal employment opportunity. WRT prohibits unlawful discrimination against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, or any other status protected by applicable state or local law. In addition, WRT will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to WRT or cause a direct threat to health or safety. WRT will make reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on WRT. WRT will make reasonable accommodations to otherwise qualified employees due to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth absent undue hardship.

## To Apply

- Fill out this [solicitation of interest form](#)
- Email your resume and cover letter (please use the same name and contact information used in the interest form) to: [info@wyomingrivertrips.com](mailto:info@wyomingrivertrips.com) include the subject line: Manager Position WRT
- Please keep resume to one page and cover letter to one page

No calls or drop-ins please

Applications will be accepted until Position fills. Hoping to fill by Feb 28th