

## ***Job Title: Activities & Experience Director***

### **Overview:**

As the Head Ranger and Activities Director at Silvies Valley Ranch, you will be responsible for training and managing a team of Rangers in outdoor activities; ensuring the smooth operation of ATV tours and shooting experiences throughout the year; and overseeing winter activities including snowshoeing, cross-country skiing, and fat tire biking; and such other duties as assigned.

### **Key Responsibilities:**

#### Team Management:

- Lead, train, and supervise a team of Rangers, ensuring they deliver exceptional guest experiences.
- Schedule ranger shifts and allocate duties efficiently.
- Conduct regular performance evaluations and provide feedback for improvement.
- Create and share with management regular (weekly) notes reviewing pros and cons of operations during that time period. Summarize and share notes at the end of each season.

#### ATV Tours and Shooting Experiences:

- Coordinate and oversee all aspects of ATV tours and shooting experiences, ensuring they run smoothly & safely.
- Maintain and clean ATV equipment and firearms, ensuring they are in optimal condition for tours.
- Establish and ensure safety protocols are followed during and after shooting experiences, including proper handling and storage of firearms.

#### Activities Management:

- Plan, organize, and oversee Resort activities in timely fashion such as snowshoeing, cross-country skiing, and fat tire and gravel grinding biking. This includes trail layout, marking, signage, mapping, and trail grooming per industry best practices. Provide ski instruction and guide ski/snowshoe/fat bike tours as feasible.
- Maintain trail grooming equipment.
- Ensure rental equipment for summer and winter activities is well-maintained, stored, and available for guests.
- Monitor weather conditions and trail conditions to ensure the safety of guests participating in winter activities.
- Provide guidance and assistance to guests as needed during resort activities.
- Ensure guests sign releases of responsibility for participating in activities, as defined by management.

#### Guest Relations:

- Interact with guests, addressing inquiries or concerns promptly and professionally.
- Strive to exceed guest expectations by delivering personalized service and memorable experiences.
- Foster a welcoming and inclusive environment for all guests, ensuring their satisfaction and enjoyment.

#### Inventory and Supplies Management:

- Maintain inventory levels for equipment, supplies, and amenities related to ATV tours, shooting experiences, and winter activities.
- Coordinate with the procurement team to replenish supplies as needed.
- Conduct regular inventory checks and reconcile discrepancies.

#### Safety and Compliance:

- Enforce safety procedures and guidelines for all activities, ensuring the well-being of guests and staff at all times.
- Stay updated on industry regulations and best practices related to outdoor activities and shooting sports.
- Conduct regular safety inspections and risk assessments to identify and mitigate potential hazards.

#### Qualifications:

- Previous experience in outdoor recreation management, preferably in a similar role.
- Strong leadership skills with the ability and desire to motivate and inspire a team.
- Excellent communication and interpersonal skills for communicating with management, staff, and guests.
- Familiarity with shooting sports and firearm safety protocols required.
- Experience with winter sports including snowshoeing, cross-country skiing, and fat tire biking required.
- Knowledge of ATV operations and maintenance preferred.
- Golf Experience
- Certifications in CPR and First Aid are desirable.

#### Job Type: Full-time, Year-round

#### Salary and Benefits for full-time year-round employment:

- Salary range: 70-80k, commensurable w/ experience & skills
- Housing on-site: rent subsidized housing
- Bonus & defined compensation plan
- Health insurance
- 50% discount on most services

- Free Golf on all 6 award winning courses
- 2 weeks paid vacation