



## Assistant Island Manager

### About Our Company

Santa Barbara Adventure Company (SBACo) is the premier adventure travel outfitter on the Central Coast, operating three companies under one roof: Santa Barbara Adventure Company, Channel Islands Adventure Company and Santa Barbara Wine Country Tours. Our offerings include local kayaking trips, surf lessons, wine country tours, mountain biking and team building programs. We are also the sole Channel Islands National Park concessionaire for guided kayak tours on Santa Cruz Island. Our office is located in downtown Santa Barbara, one block from State Street and less than a mile from the pier.

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 deeply about the environment and it's our mission to help expose others to the great outdoors and the importance of conservation.

### Job Type

Full-time / Year-round

### Job Description

The Assistant Island Manager role is a hybrid leadership and guiding role that consists of guiding 1-2 days a week and being an Assistant Manager 2-3 days a week on the island. Using Outlook, Word, Excel, Google Docs and online reservation systems is essential. Strong customer service, organizational and communication skills are mandatory. Additional work on the mainland will be required, especially in the shoulder seasons. Acting as Program Coordinator on small outdoor education trips will also be required from time to time. Occasional work in the storefront will be required.

### Responsibilities

All responsibilities of being an Adventure Guide ([see Adventure Guide job description](#)) pertain to the Assistant Island Manager role in addition to the following Assistant Island Manager responsibilities:

- Stand in as an acting Island Manager for operations at Scorpion Anchorage when IM is not present.
- Support Island Manager in managing the Channel Islands operation at Scorpion Anchorage & supporting tasks/locations.
- Supervise other guides, delegate tasks and provide feedback to ensure a safe and efficient work environment
- Provide trip design support, feedback, etc. to office/management staff routinely as request/needed
- Assist with staff training days and support the training of Assistant Guides in the field
- Report on performance of field guides that you are staffed to work with
- Support general, overarching environmental stewardship for SBACo
- Provide personal feedback directly to Island Manager or General Manager if there are concerns or growth needed for guide staff
- Lead maintenance activities and special projects
- Maintain gear and equipment by leading maintenance activities and special projects
- Make weather and customer service decisions
- Assist with office operations during canceled weather days, during the off-season, and/or when back-up support is requested
- Work closely with storefront staff
- Work closely with office staff on logistics
- Ensure all daily procedures are followed
- Lead incident response in case of emergency
- Must maintain a valid WFR and other certifications, as directed by the General Manager
- Work alongside the entire management team, including our Island Manager(s), Operations Manager, General Manager, Group Sales Manager and Marketing Manager to continually improve the guest experience.
- Other duties as necessary and assigned

## **Working Conditions**

- **Physical Demands**
  - Assistant Island Manager will spend long hours in the field lifting heavy equipment and exerting energy during activities. Office work involves sitting and using office equipment and computers for long periods, which can cause muscle strain.
- **Environmental Conditions**
  - Field locations vary and may include hot, sunny, windy, wet, and otherwise wild and remote locations. The Office is located in a busy, open area office, may be 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 while maintaining a calm demeanor.

*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.*

## **Schedule**

This position is full-time; 40+ hours a week. Role requires working & camping overnight on the island 4-5 days a week, seasonal weather permitting. Role will also require working mainland trips (location varying) as well as office/warehouse/trip days starting and ending in Santa Barbara.

## **Compensation**

\$18-20 hourly plus benefits, DOE

*We offer competitive pay, tour discounts for friends and family, end of season bonuses, career & training development opportunities for personal & industry growth, seasonal company-wide celebrations, and a fun work environment. Plus, our staff gets access to industry pro deals at many amazing outdoor outfitters!*

## **Sick Pay**

3 days of paid sick leave per year. Unused sick days do not carry over into the next year.

## **Healthcare Stipend**

\$150 a month will be paid for the employee to use towards healthcare costs (\$1,800 value).

## **401k**

Eligible for enrollment in the company's 401k plan with 4% match starting after 1 year of employment and 1,000 hours worked.

***Additional benefits are available for full-time & management level employees, including but not limited to, additional sick pay, paid time off and paid holidays.***

*Santa Barbara Adventure Company is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, or disabling condition. We can only accept applicants who can legally work in the United States.*