

Pinelands Adventures Assistant Manager

Pinelands Adventures is the premier paddling outfitter in New Jersey's Pine Barrens providing paddling trips, hikes and small group bus tours featuring Pine Barrens ecology, culture and history for the public, schools and groups. As part of the nonprofit Pinelands Preservation Alliance (PPA), we're dedicated to sharing and protecting the Pine Barrens. We need an Assistant Manager who can help us continue to provide the best customer experiences possible.

Pinelands Adventures thrives because our entire team cares. We care about each other, the quality of our customers' experiences and protecting and sharing the Pine Barrens ecosystem. You can see from our reviews that we've taken ecotourism to a whole new level.

Overview

As the Assistant Manager, you'll help the Director run the company using modern communications tools, quality equipment and a customer first approach. Providing the best possible experience for our guests is our top priority. Your goal will be to assure thousands of customers have transformative experiences, staff has the tools and support required to succeed and everyone goes home safe and happy.

The demand for outdoor activities is greater than ever! We were sold out almost all of our 2020 season due to increased demand and restricted capacity. We're anticipating dramatic growth this summer with the hope of a rebound from the pandemic.

Salary and benefits

We're located in the middle of the largest State Forest in New Jersey. You'll have the opportunity to paddle the most pristine rivers in the state and hit miles of nearby trails.

In addition to a starting salary of \$50,000 per year, benefits include access to a health insurance plan, life and disability insurance, access to a matching retirement savings plan, plus generous vacation and holidays.

You'll be working to protect a unique and fragile ecosystem that provides drinking water for millions of people by helping to build a broader constituency for PPA.

Inclusion

Pinelands Adventures is dedicated to furthering justice, equity, diversity and inclusion in its staff and its work. We want everyone to know the Pinelands is theirs to enjoy through low-impact recreation, and to help people of all means and backgrounds to experience this natural treasure.

All qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender or disability.

Requirements

- At least five years of relevant professional experience.
- Experience providing customer service and processing customer transactions.
- Strong situational awareness skills with the ability to manage logistics.
- Aptitude for processing information and communicating effectively and swiftly across all platforms: in-person, phone, email and messaging.
- Strong paddling skills.

- Willingness and physical ability to carry out tasks inherent in canoe/kayak livery programs, including loading and unloading boats that weigh up to 80 pounds.
- Clean driving record with no points or moving violations.
- CDL Class C (or higher) with passenger endorsement, OR a commitment and ability to obtain such a license as soon as possible upon beginning employment (Pinelands Adventures will train qualified candidate).

Responsibilities

As Pinelands Adventures Assistant Manager you'll be required to assist in all aspects of the operation including driving buses and loading boats. Your daily priorities will include:

- **Customer communication** –respond to inquiries, help guests reserve the right trip, process their transactions and begin their adventures.
- **Manage logistics** -assure staff, customers and equipment are safely in the right place at the right time.
- **Equipment and property** –assess and repair (or direct the repair) of boats, trailers, buses. Ensure that the Pinelands Adventures property, buildings and equipment are well-maintained, safe and secure, and present an appearance to the public that is attractive and builds confidence in PPA and Pinelands Adventures.
- **River Rescues and Maintenance** –maintain waterways so they are passable while retaining their natural beauty. Locate and assist paddlers requiring support.
- Assist the Director to recruit, train and manage staff. Collaborate to expand and enhance our volunteer program.

The following experience is desirable:

- Experience leading outdoor, nature-based trips and education programs.
 - Please note leading trips is not the primary responsibility of this position although there may be limited opportunities to do so.
- Experience driving with a trailer.
- Knowledge of the New Jersey Pinelands.

Work schedule

Pinelands Adventures is open 8:30 am to 5:30 pm daily but work hours will vary. All weekends and holidays, as well as occasional evenings, are required during the season, April through October. This is a year-round position.

Location: 1005 Atsion Rd, Shamong, NJ, 08088

Start date: Late February/March 2021

Employment type: Full-time

How to Apply

Email your resume to info@pinelandsadventures.org with a cover letter detailing why you are a great fit for this position. Submissions without a cover letter will not be considered.

Accepting applications until the position is filled.