



Pinelands Adventures Manager

Pinelands Adventures (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 are dedicated to sharing and protecting New Jersey's Pine Barrens and using our programs to cultivate public appreciation unique region.

PPA is seeking an experienced, business-minded individual to bring their entrepreneurial skills to manage Pinelands Adventures at our primary lakefront location in Wharton State Forest.

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 Adventures Manager, you will lead this operation 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 have the tools and support required to succeed, and everyone goes home safe and happy.

Salary and benefits

In addition to a starting salary of \$75,000 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.

Requirements

Adventures operates independently as its own business entity, with strong backing and support from PPA. This position requires an individual with a broad range of business skills and customer-facing experience.

- At least five years of relevant professional history.
- Superior communication with an aptitude for processing information and communicating effectively and swiftly across all platforms: in-person, phone, email and messaging.
- Marketing acumen.
- Demonstrated ability managing staff and HR concerns.
- Proven success providing high-quality customer service.
- Strong situational awareness with the ability to manage logistics.
- 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 to obtain such a license as soon as possible upon beginning employment (training provided).
- Experience driving with a trailer, knowledge of the New Jersey Pinelands, and previous use of the FareHarbor reservations platform a plus.

Responsibilities

- Oversee the day-to-day operations of Pinelands Adventures to provide exceptional customer service and compliance with all applicable regulations and agreements.

- Ensure that Pinelands Adventures implements industry-standard procedures and best practices with respect to the safety of customers and program participants.
- Maintain a professional and supportive work environment for all staff and ensure Pinelands Adventures personnel policies are followed.
- Recruit, train and manage additional staff, including seasonal and part-time employees and guides, in accordance with the organization's business plans and policies.
- Collaborate with PPA's leadership team to create and carry out short- and long-range business and program plans.
- Create and meet annual operating budgets and financial and customer targets.
- Coordinate with PPA's communications team to ensure that Adventures is properly and proactively marketed to the public and to specific target audiences, such as schools and service organizations.
- Maintain accurate accounting and customer relationship databases and procedures to ensure that financial systems are accurate and secure, that staff and resources are deployed efficiently, and that customers are well served.
- Generate accurate and timely financial and business information and documentation.
- Carry out any grant-funded work plans to which Pinelands Adventures has committed.
- Keep all required NJDEP licenses or approvals to operate on state lands up to date, provide required reports to the Department, and maintain a positive relationship with State agencies and personnel.
- 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 Pinelands Adventures and PPA.
- Work to create synergies between Pinelands Adventures and PPA's other initiatives.
- Serve as the face of Pinelands Adventures, interacting with the public at all times in a manner that is professional, customer-friendly, and supportive of the mission of PPA

Work schedule

Pinelands Adventures is open 8:30 am to 5:30 pm daily, but work schedules will vary and require longer hours in the busy season. All weekends and holidays, as well as occasional evenings, are required during the paddling season from April through October. Non-paddling programs and activities continue throughout the year. This is a full-time, exempt, year-round position.

Location: 1005 Atsion Rd, Shamong, NJ, 08088

Start date: January 2025

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.

How to Apply

Email your cover letter and resume to Rob@PinelandsAlliance.org explaining 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.