

NAVITAT CANOPY ADVENTURES

POSITION: Operations Manager of Infrastructure

ESTIMATED START DATE: On or around December 1, 2024. The position will remain open until filled.

COMPENSATION RANGE: Salary of \$45,000-\$55,000/annually. Commensurate with experience.

EMPLOYMENT TYPE & CLASS: Full-time, Salaried employee

EXPECTED WORK HOURS: Estimated 40-45 hours per week

AVAILABILITY REQUIREMENTS: Approx. 8 hrs/day; 5 consecutive day work week, with availability on weekend days and holidays.

TRAVEL REQUIREMENTS: As required for visits to Knoxville, industry conventions, professional training, etc. Lodging and mileage expenses are paid by Navitat. Max 24 days/year.

BENEFITS:

- Relocation stipend available.
- Five (5) paid holidays: Thanksgiving; Christmas Eve & Day; New Year's Eve & Day.
- Accrued Paid Time Off at 16.25 days per annum.
- Performance-based discretionary end-of-year bonus.
- Health Care coverage per Navitat policy.
- 6 - Complimentary passes for friends and family Zip Line visits.
- Access to the courses for personal tours, under company policy.
- ProDeal policy for discount gear purchases.
- Ongoing professional development.
- Opportunities to attend outdoor industry conferences and other ACCT or NCAAA events.
- Travel for site visits to other aerial adventure businesses in the area.

Operations Manager of Infrastructure

Reports to: Operations Director

Works adjacent to: Operations Manager of Programming, Welcome Center Managers/Staff

Oversees: Aerial Adventure Guides, Drivers

Job Summary: The Operations Manager of Infrastructure is a critical role responsible for all aspects of Aerial Adventure Infrastructure at Navitat. This position is also responsible for assisting with the operational aspects of the aerial adventure course. The primary duties of this position are to maintain each course to ensure ongoing smooth and safe operations, and work directly on course to create a low-risk and positive experience for guests. The position requires a facilities-based focus, while working directly with the Operations Director, and company's CEO/owner in order to maintain the grounds and structures of the courses to industry standards.

Additionally, this position will assist in the daily management of the operations, supervision of the Aerial Adventure Guides, and conducting initial and ongoing training with the guide staff. This position requires dedicated ownership of the course, grounds, and facilities. The job will require working in a variety of outdoor situations requiring utilizing proper equipment and diligent preparedness. At times, this position will require physical labor and the ability to use hand tools, power tools, and heavy machinery.

Primary Responsibilities:

- Oversee the maintenance and improvements of the aerial adventure courses, including ziplines, bridges, ascents and descents, and the associated guest experience corridors.
- Oversee daily pre-use checks of each course, and make necessary corrections.
- Perform maintenance and repairs on course structures, including, but not limited to platforms, decks, Head Rush devices, cables, course braking systems, and other course elements.
- Perform periodic inspections of each course, to ensure compliance with industry standards.
- Perform zipline corridor clearing of tree limbs and branches.
- Purchase and maintain all ropes-access equipment, power equipment, rope, and rigging equipment.
- Perform carpentry projects and building repairs.
- Manage the maintenance and improvements of site utilities, roads, grounds and buildings.

Secondary Responsibilities:

- Act as Co-Manage on Duty when Operations requires assistance with customer traffic.
- Train guide staff in operation and best practices for trail maintenance and construction.
- All applicable items from the above list as they relate to the Knoxville location (Navitat Knoxville ljams).
- Ensure water, electricity, and sewer systems are in working order, clean and up to date.
- Assist in master-planning and development strategies.
- Other duties, as assigned.

Minimum Qualifications:

- Must be at least 25 years of age.
- Experience in maintaining adventure course devices and structures.
- Ability to lift or pull objects of up to 50 lbs. Ability to traverse rough terrain and be standing for long periods of time.

Preferred Qualifications:

- ACCT Inspector Certification.
- Experience with carpentry.
- Experience with rope access and rigging.

Preferred Skills: This administrator should be able to operate in a dynamic and distracting environment and will be required to think outside the box to find solutions. A great deal of flexibility and adaptability is necessary for this position, given the ever-changing nature of the work days. They shall demonstrate the ability to communicate effectively both verbally, and in writing, mitigate conflicts that arise involving guests and/or staff, and pull from their experience within the outdoor industry to solve problems under minimal supervision.

Application Instructions:

Please visit <https://navitat.com/asheville-nc/jobs/> to apply for this position. You will be prompted to attach a resume. You may also include your ACCT Portfolio, if applicable.

Primary Contact:

For further information, contact the Lead Operations Manager, Mike Birch (mbirch@navitat.com).