



Company Description

The Santa Barbara Adventure Company is the premier adventure travel outfitter on the central coast. We operate four companies under one roof: the Santa Barbara Adventure Company, the Channel Islands Adventure Company, Santa Barbara Wine Country Tours and Coastal Teambuilding. Our operations include local kayaking trips, surf lessons, wine country tours, multi-day outdoor education and youth/corporate team building programs. We are also a Channel Islands National Park concessionaire for guided kayak tours on Santa Cruz Island. Our office is in downtown Santa Barbara, this is not a remote position. We have an office staff of 12+ and a guiding staff of 60+. We operate year-round.

Job Description: Assistant General Manager

This Assistant General Manager works collaboratively alongside the General Manager, and our robust Office & Field Management Team, overseeing daily operations, customer satisfaction, risk management for guides/clients & continual improvement + strategic growth for all subsets of the company. The role consists of developing and implementing business strategies to ensure operational success and profitability. Maintaining strong relationships with all key stakeholders is a vital part of this role. Strong people management, customer service, problem solving, organizational and communication skills are essential.

General Overview of Priority Responsibilities

- **Leadership**
 - Provide leadership & growth development for all staff, including direct supervision of all managers, and well as guides, & regular meetings/check-ins with managers and employee evaluations throughout the year
 - Working knowledge of all operational roles, working knowledge of insurance requirements & renewal information
 - Provide direction to Group Experiences Sales Team on continual outbound & increased procurement of clients
 - Proactively manage risk across all business functions
 - Support positive retention of staff season after season to reduce turnover and improve guest experiences
- **Payroll, HR & Hiring**
 - Support payroll when necessary
 - Ensure compliance with all HR and labor laws
 - Support communication with a third-party HR provider and actively assist with any team HR needs
 - Spearhead 2x a year hiring (Spring + Fall) as well as throughout the season, when necessary, to support operations running at full capacity
- **Financials**
 - Support internal & external accounting with financial reporting & accounts payable as well as our annual financial audit
 - Oversee and approve purchasing for equipment, retail inventory and office supplies
 - Produce and analyze profit and loss statements monthly, reporting to owner(s) and management team on performance and areas to improve
- **Partnerships**
 - Closely evaluate partnerships to improve/reduce winery tasting fees to improve profitability
 - Monitor hotel/OTA/others partnerships to strengthen and grow reservations
 - Always be scouting growth opportunities for the company through strong networking skills
- **Supporting Day to Day Operations**
 - Ensure the office & field are staffed appropriately 8-5pm, 7 days a week; this includes supporting 2 big hiring pushes as well as throughout the year when needs/positions arise
 - Continually work to ensure capacity is as open as possible, including ferry reservations
 - Support the General Manager with response to high-level incident reports, including but not limited to informing NPS, opening workers comp claims, when necessary, & follow-up with clients, etc.
 - When necessary provide further support for customer complaints/disagreements & approve refunds as necessary
 - Regularly conduct site visits of operations to ensure smooth running
 - Ability to make superior upper-level management decisions on the spot
- **Regulatory & Compliance**
 - Support regularly yearly audits
 - Ensure compliance with all applicable licensing and regulatory authorities – e.g. Public Utilities Commission, OSHA, Fire Department, etc.
 - Ensure compliance with SB Harbor and California State Parks as well as other location/site partners
 - Ensure compliance with all National Park Service contractual requirements
 - Ensure environmental and quality management systems are maintained and compliant with applicable standards
- **Cover the General Manager's responsibility when/if they are out of the office and/or on extended leave**
- **Other duties as necessary**



Preferred Experience

2-3 years experience in the outdoor adventure industry or tourism is preferred.

3-5 years of leadership experience leading teams

3-5 years of experience in business, finance, sales, marketing, etc.

Job Offer Details

Compensation: Based on experience - \$70,000 - \$80,000/yearly salary (exempt salaried employee). This role is not eligible for overtime as it is salaried exempt with the expectation that the role requires 40+ hours. This is not a remote role, your strong presence in our office Monday - Friday is critical to operations. Periodic remote weekend support is necessary when situations arise in which upper-level management support is necessary. A probationary period for this role will be instilled.

Insurance Stipend: We will reimburse up to \$187.50 per month or \$86.54 per pay period worked in a full-time capacity to cover the cost of a personal health insurance plan. This is a maximum of \$2,250 per year.

Paid Vacation (PTO): 2 weeks (10 days) paid vacation available per year. A majority of vacation time is to be scheduled between November 1st and February 1st only. Vacation days are subject to the Director's approval, based on business demand and bookings. Additional unpaid vacation may be taken with approval.

Paid holidays: 5 days (President's Day, Easter Sunday, Thanksgiving Day, Christmas Day, New Year's Day). It is important to be aware that as upper-level management you oversee, alongside the General Manager, the entire office & field operations, as a team, all necessary operations must be covered appropriately even during busy holiday times. Thanksgiving Day & Christmas Day our office is closed but we run tours the day before/after so there are small operational things that do need to be checked on the holidays.

Sick Pay: 40 hours of sick pay accruing at a rate of 1 hour per 30 hours worked. Sick pay carries over yearly to a cap of 48 hours. Use of sick pay aligns with CA Sick Leave Policy guidelines

401k: Eligible for enrollment in the company's 401k plan with 4% match starting after 1 year of employment and 1,000 hours worked. Enrollment windows are July 1st & January 1st.

Terms: This is an at will agreement which may be terminated by either party at any time.

Notice of Working Conditions:

Physical Demands

Office work will involve sitting and using office equipment and computers for long periods, which can cause muscle strain.

Environmental Conditions

The incumbent is 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 several deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.