



## Assistant Manager

### About Our Company

Santa Barbara Adventure Company (SBACo) is a dynamic and fun place to work for people who love to be outside and share our region's natural beauty with others.

As the premier adventure travel outfitter on the Central Coast since 1998, we operate four companies under one roof: (1) Santa Barbara Adventure Company, (2) Channel Islands Adventure Company, (3) Santa Barbara Wine Country Tours, and (4) Coastal Team Building. We offer a vast variety of activities in and around Santa Barbara including sea cave kayaking at Channel Islands National Park, kayak tours in Santa Barbara, wine tours in Santa Ynez Valley, customized team building events for corporate groups, outdoor education programs for school children, and more!

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 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 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 Santa Cruz 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 single day programs and outdoor education trips will also be required from time to time. Work in the island storefront will be required.

### Responsibilities

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

- Stand in as an on-site Island Manager (IM) for operations at Scorpion Anchorage
- Support Island Manager in managing the Channel Islands operation at Scorpion Anchorage & its supporting tasks/locations
- Supervise other staff, 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 the performance of field guides that you are staffed to work with. Provide feedback to the Island Manager or General Manager for areas of growth or concern.
- Support general, overarching environmental stewardship for SBACo
- Lead maintenance and gear upkeep 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 an 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**

\$19 - 21 hourly plus benefits, DOE (generally a 90 day training/probationary period is customary) *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!*

## **Paid holidays:**

President's Day, Indigenous People's Day, Thanksgiving Day, Christmas Day, New Year's Day. Some of these paid holidays you might be requested to work, in that case you can pick another day in exchange for the paid holiday that you worked. Please note that some holidays are not within the commitment window but if you are working full-time in that payroll window they will be honored as a paid holiday.

## **Sick Pay:**

5 days of sick leave per year. Sick days accrue at 1hr per 30hrs worked, sick pay rolls over with a maximum of 48 hours. See handbook for additional details of SBACo sick pay policy.

## **Insurance Stipend:**

We will reimburse up to \$2,250 per year (\$187.50 per month or \$86.54 per full-time worked pay period) to cover the cost of a personal health insurance plan.

## **401(k):**

After 1 year of employment and working at least 1000 hours, we have a company 401(k) program that all eligible employees can opt in to join. This includes up to a 4% company match. Enrollment windows are on January 1st & July 1st.

*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.*