



Callaghan Country Wilderness Adventures - General Manager

Job Details:

Job Location: Whistler, BC

Travel Percentage: 10%

Position Type: Full-Time

Reports To: evo Canada GM

Requirements: Must be eligible to work in Canada

The Company

Callaghan Country's Vision:

To make life better by building community and igniting the adventurous spirit that lives within us all.

We define "success" differently than most. Balancing our goals of (1) building an iconic brand and business (2) creating an extraordinary place and path for our employees and (3) leveraging our success to give back by helping to empower underprivileged children is paramount to Callaghan Country's success. We have a passion for community, sports and lifestyle, and a collective hunger when it comes to building a great company together.

Callaghan Country Wilderness Adventures is part of evo's family of business which includes hospitality and retail operations across North America and in Japan.

Job Summary

The General Manager will oversee the day-to-day operations of Callaghan Country's Nordic Centre facility and Journeyman Lodge. Core duties include delivering an exceptional guest and employee experience through the management of operations in a remote backcountry setting. Additional functions include, business development, fostering relationships with other constituents within the Callaghan valley budgeting, financial forecasting, and delivering on the annual financial plan. This inspirational leader is responsible for driving, communicating, and supporting all departmental processes within The Callaghan Country operations and is accountable for positively influencing the operations through an effective leadership approach.

The General Manager will work closely with evo senior leadership team to drive and develop Callaghan Country's business while ensuring that the hospitality and adventure experiences across our suite of offerings align with the broader objectives of the organization.

What You'll Get To Do:

- With a hands-on approach, manage, direct, and participate in all aspects of the resorts' daily operations to deliver exceptional resort experiences for guests and employees.
- Develop and establish The Callaghan and Journeyman Lodge's standard operating and safety procedures.
- Implement Occupational Health and Safety Work Plans and Environmental Management Plans that prioritize safety and the responsible stewardship of the wilderness we operate in.
- Support the management team during various transitions by maintaining consistency at the property.
- Plan and direct maintenance across all aspects of the Journeyman Lodge, supporting properties and equipment.
- Embrace and implement innovative technologies and business practices to streamline operational efficiencies.
- Build, train, and develop a high-performing team providing consistent, actionable feedback, timely reviews, and ongoing coaching.
- Work collaboratively with the management team to make solid decisions quickly based on limited information and changing conditions.
- Maintain employee communication across the property to ensure goals and objectives are understood and exceeded.
- Strengthen and protect The Callaghan culture, emphasizing our Core Values with a never-ending focus on building a world-class company while positively impacting the communities we serve.
- Establish reporting cadence to share information with cross-functional partners.
- Work directly with the Business Manager to create strategies to enhance the guest experience, service excellence and increase visitation through programming at The Callaghan base and Journeyman Lodge. Ensure the plan is implemented and managed throughout the year.
- Support Managers with any guest communication, requests, or other items that may come up.
- Be alert to all guest feedback: room surveys, online surveys, and direct email reviews.
- Develop a three-year capital plan in partnership with evo Team – base area, lodge, and F&B.
- Develop an operating plan, evolving The Callaghan to a year-round operation.
- Ensuring budgeted sales and operational objectives are met through planning & development.
- Own and manage permitting and licensing involved in running the business and other areas of compliance and renewal thereof.
- Drive and manage expenses and capital expenditures for the organization (P&L)
- Approve all property-specific vendor invoices and negotiate vendor terms.

What You'll Bring to the Team:

- A relevant qualification in either Business, Ski Area, or Hospitality Management (highly beneficial)
- Strong leadership & interpersonal skills; ability to articulate clear directions and influence others.
- Ability to develop and lead a high-performing team.
- Understanding and ability to navigate provincial and Indigenous land use policy change with a readiness to effectively negotiate operating tenure implications.
- Experience directing daily activities of staff and occasional subcontractors in remote workplaces and construction projects.
- Ability to build rapport and trust with others.

- Strong communication skills with all levels of the organization.
- Collaborating with Human Resources, Accounting, Sales & Marketing to ensure smooth functioning of the operations and achieve results.
- Exceptional communication skills and proven track record in driving a high-performance culture and achieving sustainable results.
- Comprehensive understanding of business financial reporting, budgeting, forecasting, sales, expenses, payroll, productivity requirements, and P&L
- Aptitude for finding innovative solutions to business challenges and managing change.
- Work gracefully under pressure and meet deadlines while maintaining a respectful demeanor.
- Strong computer skills; experience with software applications such as Microsoft Office.
- OFA Level 1 and transportation endorsement (can be provided), Level 3 considered an asset.

Benefits & Other Perks:

- Salary: \$90,000-110,000
- Extended Medical Package
- Competitive vacation package and sick leave
- Paid volunteer time
- Company bonus program
- Charitable giving match
- Complimentary overnight stay at Journeyman Lodge
- Nordic Ski Area Family Season Pass
- And many, many more...

Callaghan Country Wilderness Adventures is an equal opportunity employer. We believe the participation of individuals of diverse ages, races, religions, cultures, abilities, and personalities will add to personal development and organizational success. All employees and potential employees will be recruited, selected, trained, and promoted without regard to sex, sexual orientation, race, religion, marital or military status, age, national origin, color, the presence of any mental, physical, or sensory disability, genetic information, gender identity, political ideology, or any other basis prohibited by law.