



Moab General Manager

Mild to Wild Rafting and Jeep Tour Outfitter is seeking a qualified candidate to lead our Moab operations. As the Moab General Manager, first and foremost, you will be a member of the executive management team whose input will be sought out for strategic evaluation of programs and operations. You will be responsible in whole for the daily operations of the business and trips within your designated operations area. Your primary operational responsibility will include making sure logistics are covered for Castle Valley, Ruby Horsethief, Cataract Canyon and Desolation Grey Canyon. This will involve being "on-call" even when you are not at work. Our business involves a lot of moving parts and when something goes wrong, our management team is the one to step in and help!

Mild to Wild Rafting & Jeep Tours have been the Southwest's adventure and whitewater experts for over 25 years. Started by Molly & Alex Mickel, Mild to Wild has grown from a small booth in downtown Durango, to running trips all over Arizona, Utah, & Colorado. With the addition of Adventure Bound USA in 2018, Mild to Wild Rafting & Jeep Tours expanded to open an office in Moab, UT and run multi-day trips on legendary river sections such as Gates of Lodore, Yampa, Desolation Canyon, & Cataract Canyon. Mild to Wild is thrilled to carry on the nearly 70 year legacy of Adventure Bound River Expeditions. Our mission is to enrich our guests' lives with an escape in the outdoors creating a deeper connection with nature, family, and new friends.

Responsibilities of the position:

- Maximize revenue through leadership and retail sales within the scope of a safety first culture that expects 100% from employees but not abusing their commitment.
- Explore new opportunities to general business.
- Develop strategic alliances.
- Recruit and hire guides/drivers.
- Manage cash flow.
- Implement and oversee best practices with cash revenue collections and expense accounting.
- Community involvement at events the management team deems worthwhile.
- Payroll compilations.
- Train and develop guides and oversee guide compliance.
- Permit stipulation compliance.
- Highway and DOT compliance.
- Maintain positive relations with all agency partners.
- Risk management including judgment of high water, age limits, etc.
- Retail inventory control.
- Maintain and increase employee motivation.

Ideal applicants possess:

- A deep understanding of controlling costs. This involves developing policies and procedures, systems, processes, and metrics to make sure that costs are under control.
- Knowledge of Internal Controls and Compliance. This means that the design, development and testing of the operational effectiveness of each control is the responsibility of you and your team.
- A drive to understanding corporate knowledge. What is the company's culture? How is the company organized? How quickly are decisions made?
- Drive to constantly look for ways to improve efficiency. Applicants should always be looking for ways to improve through process efficiencies and automation.
- Inherently driven by analytics and metrics. The results of a well-developed metrics program indicates how well your company's business processes are working and where improvements were successfully implemented. Metrics also reflect problem areas and should have the analytics to drill down to find the solution.

Requirements:

- A clean and valid drivers license and must be able to drive a 15-passenger van with a trailer.
- Must be willing to work weekends, evening, and occasional overnights in the field.
- Ability to lift up to 75 pounds.
- Adaptable to an ever changing environment and keeping calm in stressful situations
- Must be accommodating to changes and with being on call even on days off.
- Skills to quickly learn our reservation system, Arctic.
- Keep up with their work communication outlets throughout the week (includes Slack, Email, etc).
- Possess the following skills: Precise and clear communication, active listening, ability to motivate and inspire, a defined and consistent leadership style, can manage change well, emotional intelligence and the ability to build and maintain a strong team.