

## ***Job Title: Activities & Experience Director***

**Join our team at the Retreat, Links and Spa at Silvies Valley Ranch where the wild west meets luxury. Located in beautiful Eastern Oregon in the Silvies Valley at the base of the Strawberry Mountains.**

### **Overview:**

As the Head Ranger and Activities Director at Silvies Valley Ranch, you will be responsible for training and managing a team of Rangers in outdoor activities; ensuring the smooth operation of ATV tours and shooting experiences throughout the year; and overseeing winter activities including snowshoeing, cross-country skiing, and fat tire biking; and such other duties as assigned.

### **Key Responsibilities:**

#### **Team Management:**

- Lead, train, and supervise a team of Rangers, ensuring they deliver exceptional guest experiences.
- Schedule ranger shifts and allocate duties efficiently.
- Conduct regular performance evaluations and provide feedback for improvement.
- Create and share with management regular (weekly) notes reviewing pros and cons of operations during that time period. Summarize and share notes at the end of each season.

#### **ATV Tours and Shooting Experiences:**

- Coordinate and oversee all aspects of ATV tours and shooting experiences, ensuring they run smoothly & safely.
- Maintain and clean ATV equipment and firearms, ensuring they are in optimal condition for tours.
- Establish and ensure safety protocols are followed during and after shooting experiences, including proper handling and storage of firearms.

#### **Activities Management:**

- Plan, organize, and oversee Resort activities in timely fashion such as snowshoeing, cross-country skiing, and fat tire and gravel grinding biking. This includes trail layout, marking, signage, mapping, and trail grooming per industry best practices. Provide ski instruction and guide ski/snowshoe/fat bike tours as feasible.
- Maintain trail grooming equipment.
- Ensure rental equipment for summer and winter activities is well-maintained, stored, and available for guests.
- Monitor weather conditions and trail conditions to ensure the safety of guests participating in winter activities.
- Provide guidance and assistance to guests as needed during resort activities.
- Ensure guests sign releases of responsibility for participating in activities, as defined by management.

#### **Guest Relations:**

- Interact with guests, addressing inquiries or concerns promptly and professionally.

- Strive to exceed guest expectations by delivering personalized service and memorable experiences.
- Foster a welcoming and inclusive environment for all guests, ensuring their satisfaction and enjoyment.

#### Inventory and Supplies Management:

- Maintain inventory levels for equipment, supplies, and amenities related to ATV tours, shooting experiences, and winter activities.
- Coordinate with the procurement team to replenish supplies as needed.
- Conduct regular inventory checks and reconcile discrepancies.

#### Safety and Compliance:

- Enforce safety procedures and guidelines for all activities, ensuring the well-being of guests and staff at all times.
- Stay updated on industry regulations and best practices related to outdoor activities and shooting sports.
- Conduct regular safety inspections and risk assessments to identify and mitigate potential hazards.

#### Qualifications:

- Previous experience in outdoor recreation management, preferably in a similar role.
- Strong leadership skills with the ability and desire to motivate and inspire a team.
- Excellent communication and interpersonal skills for communicating with management, staff, and guests.
- Familiarity with shooting sports and firearm safety protocols required.
- Experience with winter sports including snowshoeing, cross-country skiing, and fat tire biking required.
- Knowledge of ATV operations and maintenance preferred.
- Golf Experience
- Certifications in CPR and First Aid are desirable.

Job Type: Full-time, Year-round

#### Salary and Benefits for full-time year-round employment:

- Salary range: 70-80k, commensurate w/ experience & skills
- Housing on-site: rent subsidized housing
- Bonus & defined compensation plan
- Health insurance
- 50% discount on most services
- Free Golf on all 6 award winning courses
- 2 weeks paid vacation

Send resume to [jobs@silvies.us](mailto:jobs@silvies.us)