

OPERATIONS MANAGER

Reporting to the Vice President, Business Development, you will be responsible for managing the operations of Eagle's Flight Europe with particular focus on Yellowfoot Lodge and the activities that occur there. Other significant responsibilities involve managing inventory, organising and packaging material for sessions, as well as supporting Eagle's Flight events at Yellowfoot or offsite. There are also responsibilities for the administration of the business, managing CRM and customer touches pre and post events. Our team moves quickly, so we need someone who builds trust through competence, and brings initiative and tenacity to everything they do.

In This Role You Will:

- Manage and prepare Yellowfoot Lodge, both inside and outside on a day to day basis to a high standard such that it projects our quality image in every way
- Host events at Yellowfoot Lodge providing superior customer service and being a brand ambassador for Eagle's Flight, always looking for additional ways that EFE can add value
- Take full ownership for all inventory and planning of events and sessions both at Yellowfoot and offsite, either independently or in conjunction with clients. This would include:
 - Organise material and supplies for Yellowfoot events
 - Pack session kits and unpack and restock kits upon their return
 - Prepare and ship materials, as required
 - Order material and keep inventory counts accurate and up to date
 - Coordinate with clients for offsite requirements and arrangements as needed
- Support Eagle's Flight events at Yellowfoot Lodge and off site at client facing sessions and conferences
- Maintain CRM integrity
- Plan and execute the administrative functions of EFE on a daily basis, including contracts and expenses
- And other roles and responsibilities as the business evolves and grows

You Must Have:

- Ability to manage projects and events professionally and proficiently
- Strong customer service focus with proven skills at connecting easily with guest and clients
- Well organised and detail oriented
- Manage time effectively and plan accordingly
- Demonstrate trustworthiness and integrity
- Operate independently with minimal instruction and take initiative
- Have a learner's heart, enthusiasm for life and a desire to grow
- Be an ambassador of the integrity, commitment and quality of Eagle's Flight and the principles of our programs

About the Team You'll Be Joining

*Exceptional Service · Absolute Quality · Genuine
Friendliness · Leadership Excellence · Ethical Profit*

Our team is renowned for the ownership they take in the quality of their work and delivering incredible outcomes together. As a result, we are a close-knit family that is energetic, and collectively owns creating a positive environment. We do this through our strong commitment to our values.

