



Hawaii Forest & Trail is Seeking an Operations Manager

Are you seeking a new adventure? Hawaii Forest and Trail is looking for an Operations Manager for their Kona Headquarters. Candidates should have a valid drivers license, clean abstract, minimum 3 years management experience preferably within the service/tourism industry. Extensive knowledge of the island, tourism industry experience, or experience in fleet management and/or vehicle maintenance are not required but preferred. We offer competitive salary and benefits including paid time off, 401K, and healthcare. Join our fun and friendly family-owned company that puts its employees and customers first!

Key Responsibilities:

- Fulfill and perpetuate the company Vision, Mission and Values
- Ensure safe, smooth and efficient running of tour operations with all HFT experiences conducted to meet HFT standards in Safety, Customer Service, Outfitting, Transportation

Tasks

- **Tour Operations Oversight:**
 - General Tour Operations - Ensure all tours depart/return on time, post-tour paperwork is completed by guides. Respond to developing situations enroute and in the field as they occur.
 - Catering - In coordination with Guest Experience Manager ensure that our vendors and staff provide quality catering for all tours, including order accuracy, inventory control, presentation, storage and serving temperatures.
 - Outfitting - In coordination with Guest Experience Manager oversee gear supply purchasing, tracking and cleanliness, including first-aid, tour equipment and supplies.
 - Tour Experience - Review Post Tour reports daily and respond to vehicle issues, safety concerns, guest concerns and trail conditions.
 - Tour Sites - In coordination with ownership, management team and outside vendors assist with the maintenance of tour locales.
 - Work closely with Sales on product delivery, guide scheduling and tour needs.
 - Manage company's response to after-hours tour emergencies and vehicle rescues





- **Guide Staff Training and Oversight**

- Assist with hiring, training, coaching and leading team members to excel and grow in their positions.
- Ensure that guides are running safe, quality tours, in their prescribed timeframe.
- Provide staff with regular feedback including coaching and performance reviews.
- Ensure tours are operating according to company protocols and tour design.
- Conduct regular team meetings.

Fleet Management:

- Ensure HFT maintains a clean, legal, and well maintained fleet working with service partners and following regularly scheduled maintenance protocols.
- Assist Administration with on time licensing and permits of the fleet, including registration, safety checks, DOT, PUC, Airport & Pier Permits
- Oversee the daily visual inspection of vehicles including all mechanical components and noting any body damage and/or incomplete cleaning

- **Warehouse and Baseyard Oversight**

- Assist with hiring, training, coaching and leading team members to excel and grow in their positions.
- Maintain a staff schedule to meet hours of operations and available work hours.
- Oversee staff training and continued learning on warehouse procedures and protocols for maintenance of vehicles and gear, kitchen equipment and proper use, department of health regulations and compliance.
- Maintain a safe, sanitized, organized, and properly stocked warehouse
- Fuel Tank - oversee safe operations, including fueling procedures & compliance
- Facilities - maintenance, repairs and security including building interior, exterior, public areas and landscaping.

Physical Requirements

- Must be able to drive 4x4, automatic or standard transmission, offroad in mud and/or bumpy conditions.
- Work shifts from 8 hours up to 12 hours if required during peak season
- Able to be scheduled on weekends and holidays as needed
- Able to answer calls after hours for vehicle breakdowns and incidences on tour





- Lift up to 50 lbs and push/pull up to 65 lbs
- Ability to look at a computer screen, use computer keyboard and mouse for extended periods of time

Skill Requirements

- Minimum 3 years management experience preferably within the service/tourism industry.
- Experience in Fleet Management/Vehicle Maintenance not required but preferred.
- Ability to lead, coach and inspire staff to excel and grow in their positions.
- Prior management experience with on-the-spot problem solving with positive outcomes.
- Exceptional eye for detail and systems organization.
- Driver's License, clean traffic abstract, CPR/1st Aid Certification, DOT & TB Clearance.
- Ability to work after hours as needed
- Proficient computer skills to use company systems including (email, docs, spreadsheet, calendar, payroll, tour reservations fleet management)

Compensation & Benefits Package

Salary

- \$70,000 to 75,000 annual base salary plus performance based bonuses.

Benefits - Health, Retirement, Vacation

- Paid Medical Coverage
- 401(k) Retirement Plan
- Paid Vacation
- Retail & Tour Discounts

**If you are interested in applying or learning more, please contact us at
808-331-8505 or email hiring@hawaii-forest.com**

