

Alliance Redwoods Conference Grounds

"Service as Tall as our Trees"

6250 Bohemian Highway

Occidental, CA 95465

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Alliance Redwoods Conference Grounds is a 501(c)3 religious non-profit organization

Title: Sonoma Canopy Tour (SCT) General Manager

Employment Status: Full-Time Exempt with benefits, onsite housing available

Team: Sonoma Canopy Tours

Immediate Supervisor: Director of Operations

Team Leader: Director of Operations

Purpose Statement

To recruit, develop and nurture a team who meets the demands of a growing eco-tourism business, provides excellent and safe guest experiences, and promotes a Christian ministry mindset culture.

Essential Duties

- Own the Canopy Tour guest experience
- Serve on the ARCG Management Team
- Maintain a synergistic relationship with the SCT Management and Marketing Teams
- Lead process improvements to better meet guest needs and department goals
- Oversee and ensure that necessary building and vehicle operations, maintenance and repairs are performed in a timely manner
- Ensure SCT meets or exceeds all non-course related State and Federal regulations
- Ensure adequate staffing levels to meet seasonally variable sales levels
- Coordinate and implement staff recruitment, hiring and trainings in collaboration with Management Team and HR
- Ensure guides are trained and performing at or above the standards set by the ACCT and ARCG
- Other duties as assigned

Skills, Knowledge, and Abilities

This position requires proven supervisory, communication and organizational skills with a demonstrated ability to problem solve and lead through influence. Strong management skills, attention to detail and thoroughness, and the ability to handle multiple tasks are essential in this position. Must be willing to recruit and represent SCT and ARCG inside and outside of Sonoma County.

Education / Experience

- Minimum of three years staff management experience, preferably in a Christian program within the outdoor adventure industry
- Bachelor's Degree or equivalent experience in related field
- Requires that you are a professing, growing follower of Christ leading your team spiritually and building high trust communities