

Anderson Bluffs and River Trails Foundation
Operations Manager
Date 04/21/2025

Location: Ironwood, MI

Status: Full-Time/Seasonal, including holidays and weekends, with growth opportunities beyond seasonal work (Seasonal work to be considered October through mid-April)

Compensation: Salary Position (exempt) \$45,000-\$70,000 based on seasonal/off-season work and experience

Reports to: Board of Directors/Designee

Start Date: Fall 2025

The Operations Manager will be responsible for operating Anderson Bluffs & River Trails Foundation (formerly known as ABR Ski Trails) as the premier Midwest Nordic ski destination. This is a seasonal, full-time, at-will employee, reporting to the Board of Directors. The ideal Operations Manager would bring knowledge of outdoor recreation or ski area management, great customer service and organizational skills, and willingness to do hands-on labor related to building and equipment maintenance and repair. An ideal candidate would also appreciate small-town life in a welcoming, Northwoods community with many outdoor recreation opportunities.

Primary function: Provide leadership, direction, and management to ABR Trails staff in support of the Foundation's vision.

Vision: To sustain the ABR legacy as the Midwest's premier Nordic ski destination for generations to come and connect ABR Trails to the larger community.

Core Responsibilities

Ski Operations: Oversee all functions related to running the ski center. This includes managing and developing the team to run the retail and rental ski shop, sell ski passes, provide current trail maps and maintain the trailhead buildings.

Trails and Grooming: Coordinate closely with the chief groomer to report trail conditions with the skiing community.

Cabin Rental and Maintenance: Manage the trailside cabin rentals. This includes oversight of the reservation, maintenance, and cleaning schedule. Provide guidance on rates, dates of availability, and marketing.

Administration: Hire and supervise staff in a manner that fosters a positive culture in alignment with Foundation values.

Required Skills: A passion for customer service and engagement in outdoor recreation experiences. Bachelor degree or equivalent experience in related work and a minimum of five years of leadership experience. A personable manager of people with mentoring, and problem-solving skills. A self-starter with a strong work ethic who is a quick learner who can

prioritize tasks with necessary urgency. A strong communicator both verbally and written, who can work with many different types of people.

Physical Skill Requirements- Complete physically demanding tasks (including but not limited to):

- i) Lifting a minimum of 40 pounds & climbing stairs
- ii) Working outside in all weather conditions
- iii) Operation of varied equipment and tools, including chainsaws
- iv) Proficiency in operating a snowmobile

Desired Skills: Resort / Nordic center / Camp / Retail Store / Park management background.

Nonprofit experience is a plus. A track record of personal growth. Carpentry, mechanic, forestry, safety or health certifications (e.g. EMT)

Compensation & Benefits: Competitive salary and benefit package commensurate with experience.

The Foundation's first priority is to hire a seasonal, October-April, Operations Manager who will facilitate all duties of daily operations. While this is our first priority, there are many growth opportunities for leadership within the organization therefore, this job description includes many additional off-season and growth related skills for the opportunity for possible future transition into a year-round position.

Additional Details:

Responsible for the following duties (including but not limited to):

- 1) Perform all duties & activities in compliance with the Foundation's budget & policies
- 2) Daily Operations
 - a) Overall daily operations while communicating/coordinating with the Chief Groomer & Maintenance Manager
 - b) Ski Shop sales, rental, tech services (waxing, mounting bindings, cutting poles, working knowledge of all gear/bindings, pole grips, skins, etc.) & fitting customers to proper gear
 - c) Inventory management (ordering & maintaining) for critical equipment spares and ski shop including physical inventory
 - d) Manage rustic cabins & sauna rentals & scheduling
 - e) Develop the knowledge & understanding of grooming to assist in supporting "World Class Grooming" & safety for both skiers & groomers
 - f) Manage maintenance program for equipment and oversee service contractors
 - g) Shoveling snow from & around all needed buildings including roofs
 - h) Fire starting & daily maintenance (boiler/chalet/sauna/etc.)
 - i) General cleaning, monitor, stock, & maintenance of common areas (including bathrooms & buildings)
 - j) Monitor / stock supplies & repair rustic cabins
 - k) Coordination &/or perform snow removal of parking lot
- 3) Business Management & Development
 - a) Develop & market to new customers/ donors/ friends of the Foundation
 - b) Computer skills & tasks – proficient use of email, Google Docs/Microsoft Word/Excel, perform daily, website & social media postings with Grooming Reports, updating POS system & basic software

- c) Bookkeeping, accounts payable
- d) Purchasing, receiving & warehousing
- e) Planning & implementation of year-round revenue generation activities
- 4) Personnel Management
 - a) Hiring, scheduling, and supervision of employees and volunteers
 - b) Ability to hire & train others
 - c) Manage staffing needs based on holidays & expected customer volume
 - d) Delegation of tasks to others as needed
- 5) Safety & emergency management
 - a) Compliance with all safety regulations of all assigned tasks & ensure a safe working & recreational environment
 - b) First line responsibility for safety & emergency management
- 6) Off-Season Duties (if applicable)
 - a) Rustic cabin & warming hut inspections & maintenance
 - b) Trails, land, mowing, brushwork, & signs/trail marker maintenance
 - c) Produce firewood for next season
 - d) Maintenance of tools & equipment as needed & monitoring of repairs & replacement
 - e) Maintenance of buildings & infrastructure including ski chalet, grooming barns, & others
 - f) Produce ski maps for next season (confirm map accuracy, coordinate layout & printing)
- 7) Foundation Board Engagement
 - a) Support Board activities including philanthropy, marketing, land management/acquisition, trail design & construction, event management, capital projects, Board special committees & finance.
 - b) Participate in Board of Directors meetings & activities as requested/ needed
 - c) In coordination with the Board, establish productive relationships with external contacts of importance, including skiers, other trail systems, neighbors, suppliers, government entities.
 - d) Engage with the Board to support the Foundation's vision to "Sustain ABR as the Premier Midwest Nordic Ski Destination"
 - e) While support of these and other board functions is important, these "support" duties will not supersede the areas of responsibility defined above until effective management of those designated areas is accomplished.

Future Growth Opportunities (included but not limited to):

- Year-round employment opportunities
- Additional leadership opportunities
- New larger chalet with more offerings/amenities
- Planning & development of additional year-round activities
- Meet long-term goals as defined by the Board
- Training & evaluation for success
- Continuing education support (e.g. – Fischer ski school, grooming clinic, etc)

To Apply:

Please submit a resume and cover letter outlining your qualifications and interest in the position to careers@abrtrails.com. Applications will be reviewed on a rolling basis until the position is filled.

