



# Second Nature Outdoors Job Descriptions 2020

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# Operations Manager

Late Spring-Early Fall

Full-Time

Second Nature Outdoors (SNO) is an outdoor adventure company located in downtown Fredericton, New Brunswick Canada. Second Nature Outdoors season begins in June with small watercraft rentals such as kayaks, SUP and canoes and bike rentals. We also offer guided tours such as 'Gears and Beers', 'Sunrise Paddle' and 'Paddle and Pint' to name a few and a variety of Paddle Canada adult instructional programs which are offered at our two locations on the Saint John River.

From the end of June till the end of August we deliver our Youth Adventure Camps. These outdoor education style programs are geared for youth ages 6 - 15 and are delivered in a day camp format and include outdoor programming such as sailing, rock climbing, kayaking, SUP and much more.

Second Nature Outdoors is currently recruiting an operations manager to take over mid summer. Prior to assuming the role of Operations Manager, this recruit will serve as the Assistant Manager while they are trained to take on the role of Operation Manager. This position begins in May 2020 and is based on a full-time (4) month contract with the possibility of being renewed in May 2021. The Operations Manager is responsible for the day to day operation of all SNO programs and responsible for the supervision and management of all SNO employees.

The Operations Manager is also responsible for ensuring that our Social Media presence is kept up to date, responding to messages, emails and phone calls in a timely manner. This role requires the successful candidate to have a wide range of experience and ability to adapt to a fast paced ever changing environment.

The Operations Manager reports to the Owner of SNO and will be responsible for managing and being a part of a team. The successful candidate requires experience managing people and projects. This includes scheduling, strong conflict resolution and problem solving skills and ability to not only follow direction but also take initiative. This person will be required to work Thursday - Monday from the time the season begins in June until it ends in September. A maximum of one weekend off per month may be approved.



### **Additional desired competencies:**

- Ability to effectively use social media channels such as Facebook, Instagram and Twitter.
- Time management skills
- Strong Leadership skills
- Experience working with children and youth
- Familiarity using google docs, sheets,
- Familiar with project management tools such as Trello
- Has exceptional customer service skills
- Bilingual English and French is an asset
- Outdoor certifications such as wilderness first aid, sailing, paddle sports, mountain biking and climbing.

Operations Manager must have the following qualifications prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check with Vulnerable Sectors Check
- Drivers Licence Class 5
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Post-Secondary Education in a related field
- Lifeguard Certification
- Paddle Canada Certification or equivalent
- CanSail Certification or equivalent
- Bilingual
- High Five: Principles of Healthy Childhood Development
- Experience operating a pickup truck and large trailer

A weekly salary of \$710 - \$760 based on experience and qualifications.

**Resumes will be accepted until April 1 however the successful candidate may be awarded the position prior to.**

**To apply:**

Email your resume and cover letter to: [cole@secondnatureoutdoors.com](mailto:cole@secondnatureoutdoors.com)

Fill out online application:

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# Assistant Manager

Late Spring-Early Fall

Wednesday-Sunday Full-Time

The Assistant Manager is responsible for assisting with the day to day operations of both the Small Craft Aquatic Center and the Hartt Island Resort rental locations. This person must have experience managing a small team of staff, have a paddling background and be capable of driving and maneuvering a truck and large trailer.

In addition to delivering an excellent customer experience the Assistant Manager must have a strong background in risk management. Reporting to the Operations Manager, the Assistant Manager will perform and oversee the tasks of Customer Experience Officers and Adventure Guides.

The Assistant Manager must have the following qualifications prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check
- Drivers Licence Class 5
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Post-Secondary Education in a related field
- Lifeguard Certification
- Paddle Canada Certification or equivalent
- CanSail Certification or equivalent
- Bilingual
- Experience operating a pickup truck and large trailer

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# Camp Director

14 Weeks

Monday to Friday Full-time

The Camp Director is responsible for managing a team of staff to ensure the highest level of programming for our campers.

The Camp Director must demonstrate strong communication skills both with staff and parents. The Camp Director will work with the rest of the management team to design and develop current and future youth programming.

Reporting to the Operations Manager the camp director will be expected to work approximately 40 hours per week Monday to Friday between the hours of as early as 7 am to as late as 6:30 pm. This position will begin the first week of June 2020 and end September 4, 2020

The camp director should have a basic knowledge of all major camp program areas this includes: Sailing, Canoeing, Kayaking, Stand Up Paddle Boarding, Rock Climbing, Mountain Biking. The camp director will also have had experience working in a day/summer camp situation.

Camp Director must have the following qualifications prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check with Vulnerable Sectors Check
- Drivers Licence Class 5
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Lifeguard Certification
- Paddle Canada Certification or equivalent
- CanSail Certification or equivalent
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- Experience operating a pickup truck and large trailer

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# Waterfront Coordinator

11 weeks

Monday to Friday Full-Time

The Waterfront Coordinator is responsible for all on water camp programming such as canoeing, kayaking and Stand Up Paddle Boarding. This person will work with all camp groups and provide age-appropriate instruction, activities and risk management. This person will report to the Camp Director and will assist as needed in other aspects of the camp program when not on the water.

The Waterfront coordinator must have the following qualifications prior to the start of work:

- National Lifeguard (NLS pool or waterfront)
- First-Aid/CPR Training/AED
- Criminal Record Check with Vulnerable Sectors Check
- Drivers Licence Class 5
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Paddle Canada Certification or equivalent
- Bilingual
- Experience operating a pickup truck and large trailer

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# Outdoor Education Instructors

11 weeks

Monday to Friday Full-Time

Outdoor Education Instructors are responsible for the delivery of our summer camp style programs to youth between the ages of 6 – 16 years old. Working in teams, Outdoor Education Instructors are responsible for delivering high-quality outdoor programs under the direction of the Camp Director. In our Outdoor Education Instructor team, we are looking for people with a diverse skill set and love working and playing outdoors.

As an Outdoor Education Instructor, you will take part in a wide variety of activities. Second Nature Outdoors Camps offer a wide array of programming areas and require a diverse staff team to ensure we deliver consistent, high-quality programming and supervision. Applicants must be able to work as a team to deliver these programs to groups of up to 12 campers for the duration of each camp. Please ensure that your application defines your abilities and experience to one or more of the descriptions below.

- Sailing Instructor – Must be able to coach up to Cansail level 3
- Paddle Sports (Kayak canoe SUP)
- Lifeguard – (NLS Pool or Waterfront)
- Mountain Biking
- Rock Climbing
- Summer/Day/Afterschool Camps

Outdoor Education Instructors must have the following qualifications prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check with Vulnerable Sectors Check
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Lifeguard Certification
- Paddle Canada Certification or equivalent
- CanSail Certification or equivalent
- Bilingual
- High Five: Principles of Healthy Childhood Development

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# Sailing Instructor

11 weeks

Monday to Friday Full-Time

The Sailing Instructor will assist the Lead Sailing Instructor with our sailing programs. This person must have experience coaching and mentoring youth, practice excellent risk management skills, and be able to work as part of a team and independently. The Sailing Instructor will not only teach sailing but will also assist as needed in other program areas such as kayaking, rock climbing, biking and other outdoor activities with our summer camps working alongside our Camp Counselors.

Sailing Instructors must have the following qualifications prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check with Vulnerable Sectors Check
- Pleasure Craft Operators Card
- Certified to coach CanSail 1&2

Preference will be given to candidates that also have the following:

- Lifeguard Certification
- Paddle Canada Certification or equivalent
- Ability to coach CanSail 3&4
- Bilingual
- High Five: Principles of Healthy Childhood Development

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# Customer Experience Officer

Late Spring-Early Fall

Full-Time and Part-Time (up to 7 days a week)

Customer Experience Officers are responsible for the safe operation of the Second Nature Outdoors services. This includes the rental of canoes, kayaks, Stand Up Paddle Boards and bikes, the operation of our 24-foot climbing wall, and providing basic instruction to clients on each activity.

Customer Service team members must be able to work evenings and weekends at each of our locations and be adaptable to changing schedules based on the weather.

CEO's must have the following qualification prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check
- Drivers Licence Class 5
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Lifeguard Certification
- Paddle Canada Certification or equivalent
- Bilingual
- Experience operating a pickup truck and large trailer

**Resumes will be accepted until May 1 however the successful candidates may be awarded the position prior to.**

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# Adventure Guide

## Late Spring-Early Fall

Full-Time and Part-Time and On-Call (up to 7 days a week)

In addition to the duties of the Customer Experience Officer, this person will guide both river and land-based tours. This may be from one of our big canoes, kayaks, canoes, paddleboards, or bikes.

Paddle Canada Certification and river experience are required.

Adventure Guides must also have the following qualifications prior to starting work:

- First-Aid/CPR Training/AED
- Criminal Record Check
- Drivers Licence Class 5
- Pleasure Craft Operators Card

Preference will be given to candidates that also have the following:

- Lifeguard Certification
- Paddle Canada Certification or equivalent
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- Experience operating a pickup truck and large trailer

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# SUP Yoga Instructor

Late Spring-Early Fall

Contract (Paid Biweekly Per Class)

SUP yoga instructors will teach guests how to practice yoga on a stand-up paddleboard.

Description:

- Provide an outstanding, safe, and educational experience to students on land and in the water
- Explain and demonstrate proper SUP Yoga techniques and equipment care
- Prepare customers for a safe experience by providing thorough introductions to equipment and safety requirements
- Monitor changing weather and water traffic conditions and make appropriate decisions to ensure the safety of students.
- Provides an excellent customer experience.
- This is a contract position.

Qualifications:

- Hold a yoga teacher certificate (200 hours minimum)
- Have completed a minimum of 20 hours on water SUP paddling
- Have completed a minimum of 10 hours of SUP yoga practice
- Be able to paddle confidently and with correct technique.
- First-Aid/CPR Training/AED
- Criminal Record Check

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