



# FULL-TIME EMPLOYMENT OPPORTUNITY

**TITLE: SXDC Ltd. / SXD Limited Partnership-Big Bar Guest Ranch Manager and Head Chef**

**REPORTS TO: SXDC Ltd. General Manager**

*Posted*

Reporting to the General Manager SXDLP, the Big Bar Ranch Manager is responsible for the operation and management of the ranch, the buildings, and the tourism business. The Ranch Manager is focused on building a financially sound tourism business at the Ranch. This is a multi-disciplinary role that requires customer service skills, marketing, financial management, tourism management, cooking and food preparation, housekeeping, maintenance and repair of buildings, and animal husbandry as broad categories. The Ranch Manager works with SXDLP and other businesses to effectively operate the ranch

## **DUTIES AND RESPONSIBILITIES**

### **Operations:**

1. Develops an operational plan for Big Bar Ranch which incorporates goals and objectives for long range success.
2. Markets Big Bar Ranch nationally and internationally to attract tourists for a wide range of activities, such as but not limited to riding and caring for horses, connection to the land and wildlife, tours, culinary experiences, fishing, hunting, and events.
3. Manages bookings for rooms and buildings ensuring adequate staff to handle customer needs.
4. Plans menus based on seasonal goods and purchases food products using most cost-effective methods.
5. Monitors animal health and welfare, including liaising with vets.
6. Develops protocols for working alone, safety of customers and an evacuation plan for serious injuries.
7. Maintains a knowledge of pests and diseases and an understanding of how they spread and how to treat them.
8. Protects the environment and maintains the bio-diversity of the land, ensuring practices are sustainable.

### **Financial Management:**

1. Creates a budget for the operation of the Ranch.
2. Manages expenditures and develops strategies to increase revenue while keeping expenditures at the minimum level.
3. Builds the tourism business to cover visits throughout the year.
4. Provides adequate research and cost-benefit analysis for new business propositions for the ranch.
5. Ensures the organization is protected from liability through insurance, policies, and procedures.
6. Prepares and submits regular activity reports and statistics to General Manager.

### **Human Resources:**

1. Hires, orients, trains, and supervises workers engaged in wrangling and caring for animals, housekeeping, cooking, tour guides and others that support the business.
2. Ensures that each employee receives solid orientation, training customer service expectations and understands their responsibilities for the health and safety of the guests of the ranch.
3. Manages team performance by setting expectations and regularly reviews performance with staff; acts as coach and mentor to address performance issues; and administers progressive disciplinary actions as required.

4. Ensures employee compliance with SXDLP policies and procedures.
5. Coordinates and leads department staff meetings, sets the agenda, provides minutes and clearly communicates information to staff.
6. Keeps the General Manager informed of sensitive and important issues and events.

#### **Infrastructure:**

1. Maintains buildings and roads in good repair and safe conditions.
2. Undertakes minor repairs and contracts for repairs above skill level.
3. Uses winter months to make major improvements.
4. Inspects ranch structures such as buildings, fences and roads and documents conditions
5. Other duties as assigned or required.

*The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain the customer service standards while working with the organization.*

#### **QUALIFICATIONS**

##### **Education & Experience:**

- Training in business, agricultural management, tourism management or equivalent education and experience in guest ranch management.
- Culinary Arts with Chef certification.
- Minimum two-years work experience in tourism and ranch management.
- Handling customer service and ensuring customer satisfaction.
- One-year supervisory experience.
- Competent using Microsoft Word and Excel.

##### **Competencies:**

The Ranch Manager should demonstrate competence in some or all of the following:

- Conflict Resolution - Brings conflict into the open at the earliest opportunity to arrive at constructive solutions while maintaining positive relationships.
- Respect for Others – Builds Trust - Interacts sensitively, respectfully and in a non-judgmental manner to develop and maintain co-operative relationships. Models the values of the organization and demonstrates integrity in all actions.
- Leadership & Teambuilding - Sets an example and direction for others by acting as a role model and inspiring a positive attitude toward work, motivating others toward vision and goal achievement. Coaches employee development and provides positive feedback for improved performance.
- Communicates Information - Communicates and discusses with Chief and Council, Band Administrator and Program Managers critical information including rationale behind decisions. Creates an environment where open honest communication is valued and develops strong, cooperative relationships.
- Financial Impact - Delivers on financial results by budgeting resources responsibly, analyzing data, recognizing trends and patterns and synthesizing financial data to promote positive results.
- Innovation - Makes an effort to improve performance or operational activities by trying new things, finding new ways of doing things and recommending ways to improve organizational outcomes.
- Analytical Thinking – Observes, identifies and organizes information to detect underlying issues. Recognizes patterns to interpret implications, ascertain solutions and make recommendations.

**Skills and Abilities:**

- Ability to self-regulate, meet deadlines, have attention to detail.
- Ability to budget, read financial statements, business plans and appropriate technical material.
- Ability to convey clear and concise messages and business reports.
- Proven interpersonal skills and the ability to develop relationships.
- Ability to organize, prioritize and manage workload.
- Exceptional integrity and professionalism.
- Strong planning, organizational and coordination skills.
- Proficiency in the use of computer programs for word processing, databases, spreadsheets, email, and the internet, to the intermediate level (capable of using a large number of functions and feel confident using the program).

**Working Conditions:**

- Remote and isolated location.
- Ability to work flexible hours.
- Receives minimal supervision with occasional direction and very few checks of the work performed.

**Conditions of Employment:**

- Must be able to obtain and maintain a valid driver's licence.
- Must provide a vehicle in good operating condition and appropriate vehicle insurance to meet program requirements OR access to company vehicle is provided and requires a valid Driver's Licence.
- Holds Serving It Right, and Food Safe certificates.
- Must provide a clean Criminal Record Check.

**Directly Supervises:**

- Seasonal staff including but not limited to wranglers, cooks, chamber maids, tour guides and others as the business grows.

***Preference will be given to persons of Aboriginal ancestry as per Section 16(1) of the Canadian Human Rights Act.***

**DEADLINE: Posted until position is filled**

***Application package must include the following:***

1. **Resume** – Provide three work related job references.
2. **Cover Letter** - Stating availability to start work.