



Title: Hut Master

Supervisor: Huts Manager

About Maine Huts & Trails

Maine Huts & Trails, a non-profit, operates an acclaimed backcountry recreation corridor among the mountains western Maine, with 80 miles of free, public backcountry trails, and provides opportunities for recreation including groomed hut-to-hut skiing, snowshoeing, hiking, paddling, and mountain biking. Along the trail MH&T maintains four award-winning and accessible eco-lodges that have earned a widespread reputation for their healthy, locally sourced meals. In its recent past the organization has welcomed tens of thousands of visitors to Maine's western mountains, forests, and waters inspiring lasting reverence for the region while contributing to the local economy.

Position Summary

The Hut Master oversees daily operations at the hut and ensures high standards of customer service. In addition to performing all aspects of the hut crew position, the hut master is responsible for leading and motivating staff and volunteers, creating and implementing daily schedules, performing daily facilities inspections, managing inventories of supplies and merchandise, and overseeing routine maintenance of the hut.

Applicants should be personable, effective problem-solvers capable of maintaining high standards in an isolated environment. This position requires strong leadership skills and supervisory experience in the food service or hospitality industry.

Responsibilities

- **Managing staff:** provide supervision, support, and training to hut crew and volunteers to ensure efficient operation of the hut. Help implement schedules and shifts for the hut crew.
- **Customer service:** assure high standards of customer service, respond to problems and special requests, and gather guest feedback with the goal of continual improvement of guest services.
- **Cooking:** direct hut crew in preparation of three meals for up to 48 guests daily implementing Servsafe procedures with regards to kitchen safety, dietary restrictions and food allergies.

- **Housekeeping:** perform daily facilities inspections to ensure a clean, safe, and welcoming environment for visitors and crew.
- **Retail sales:** supervise timely and accurate reporting of sales records and inventories, and general upkeep of the hut store. Manage all money handling issues. Work with the MH&T office to resolve concerns and follow procedures.
- **Operation and maintenance of facility:** supervise operation and maintenance of solar array, propane generator, hydro generator, battery bank, wood boiler, and composting toilets, and ensure that accurate written maintenance records are kept. Work with the Facilities Manager to determine maintenance priorities and coordinate service calls.
- **Provisioning:** conduct scheduled inventories and orders of food, supplies and retail.
- **Stewardship:** Implement energy conservation and environmentally sound practices in daily operations. Educate guests to promote outdoor ethics.
- Other related duties as required.

Qualifications

- Supervisory experience
- Prior experience in hospitality, food service, or facility maintenance.
- Exceptional customer service skills and a friendly, outgoing manner.
- Excellent communication skills and the ability to work as part of a team.
- Ability to perform work with minimal supervision and to work well under pressure.
- Enthusiasm for living in a remote wilderness setting.
- Interest in outdoor recreation, especially hiking, biking, paddling, skiing and snowshoeing
- ServSafe certification or other food handling certificate preferred
- CPR/First Aid certification desirable, Wilderness First Aid preferred
- Physical abilities required: ability to stand, sit, bend at waist, lift and carry up to 50 pounds. All hut staff must be willing and able to ski or hike to the hut – there is no vehicle access.
- Excellent spoken English

Dates

Winter Season: Mid December – End of March

Priority will be given to qualified candidates able to work the full season.

Schedule

Hut staff work 40+ hours per week. The day to- day work schedule is determined by Hut Masters, with a variety of morning, mid-day, and evening shifts.

Compensation and benefits

Hut staff are paid competitive hourly wages. Room and board are provided for the season.