



4/30/21

Job Title: Director of Operations **Department:** Home Office
Reports To: Executive Director **Effective:** 4/30/21
Pay: Exempt

As it rebuilds following the pandemic, MH&T is recruiting a new leadership team, a principal member of which will be the Director of Operations. This is a tremendous opportunity for outdoor recreation and hospitality professionals who aspire to build and help lead a program while serving on an organization's senior leadership team.

Maine Huts & Trails, a non-profit, operates an acclaimed backcountry recreation corridor among the Western Mountains of Maine, with 80 miles of public backcountry trails, and provides opportunities for human-powered 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 and Objectives

The Director of Operations will report to the Executive Director and will be responsible for the huts, trails, and other capital assets, as well as guest services, working to provide accessible, safe, and enjoyable experiences at the huts and on the trails. The Director of Operations is a multi-faceted role requiring clear decision-making and high flexibility, structured planning and process development, and doing the work. The position requires an organized, hands-on leader who brings to the job passion, initiative, teamwork, and enthusiasm for sharing an authentic Maine outdoor experience. This position will oversee and develop year-round and seasonal staff, will be based at MH&T's office in Kingfield, and will require travel between Carrabassett Valley and West Forks.

Primary Responsibilities

1. Model leadership and teamwork to help implement MH&T's strategic initiatives and actions toward achieving growth and financial sustainability.
2. Be self-motivated, empower staff, and approach all aspects of work with the mindset that prioritizes providing an excellent MH&T experience and seeks to expand MH&T's community of guests, members, volunteers, and donors.
3. Create and execute plans to ensure all MH&T assets are operating at a high level of efficiency and meet MH&T standards for the goal of providing a friendly, safe, and welcoming environment for guests and trail users, achieved by ensuring:
 - Huts are clean and well organized
 - Huts, vehicles, and other assets are in good repair, all mechanical systems are in reliable working order, and records and action plans are kept current and communicated



- Trails are safe, easy to navigate and appealing to cyclists, hikers, skiers and snowshoers as conditions allow
- 4. Manage a seasonal operational budget that anticipates hut and trail needs; evaluates alternatives; and includes researched resources, time, costs, and materials.
- 5. Use discretion, prudent decision-making, and flexibility when planning or reacting to both seasonal, near-term, and immediate organizational staffing levels, work schedules, and priorities.
- 6. Seasonally and as needed; recommend operational cost saving measures both short term and long term that drive efficiency and effectiveness from how the trails are maintained to how the office and the huts function - including time/resources/scope as well as impact/cost/risk.

Required Abilities and Skills

- A college degree with a preferable focus on hospitality and facility management and at least three years of management experience
- Demonstrated financial and general management skills, including budgeting
- Avid outdoorsperson, familiarity and experience with the activities promoted by MH&T
- Experience in working with the public; excellent interpersonal skills and a customer service mindset
- Excellent verbal and written communication skills
- Proven problem-solving skills with a knack for *making things work*
- Computer literacy, proficiency in word processing, spreadsheet and web-based software and effective typing skills
- Ability to travel safely in the backcountry in all weather conditions carrying up to 30lbs. of gear
- Curiosity (is comfortable with not knowing everything)
- Resourcefulness (knows one can't do this job alone)
- An ability to pivot and be flexible
- Personal motivation and the ability to motivate
- Scheduling flexibility to work weekends, evenings and holidays

Desired Qualifications

- Experience managing a decentralized operation is preferred
- Wilderness medical certification
- Experience safely operating field equipment, including but not limited to, snowmobiles, chainsaws, and excavation machinery
- Knowledge of local area and communities

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.

To apply, please submit cover letter and resume to employment@mainehuts.org

Maine Huts & Trails is an Equal Opportunity employer and values diversity in the workplace.