

## Job Description

<b>Title:</b>	<b>Operations Assistant</b>
<b>Location:</b>	Ashford, WA
<b>Reports to:</b>	Operations Manager
<b>Hours:</b>	Part Time (20+), Seasonal (May through September)
<b>Housing:</b>	Group housing available (May through September)
<b>Exempt Status:</b>	Non-Exempt

### THE ORGANIZATION

Founded in 1986, International Mountain Guides (IMG) is one of the longest operating international guide services in the United States. IMG has conducted many hundreds of expeditions since its inception on all seven continents. Our mission is to provide excellent experiences for our customers on every trip, and the fact that most of our customers climb with us again and again tells us we're doing things right.

### POSITION DESCRIPTION

The IMG Operations Assistant is responsible for assisting the Operations Manager and the Rainier Program Director in all aspects of managing IMG facilities, logistics and processes. Our goal is to provide a seamless and excellent experience for our customers who arrive to climb Mt. Rainier. A primary responsibility for the Operations Assistant will be the planning of menus, and the procurement and subsequent packing of food in preparation for each IMG Mt. Rainier Program. The Operations Assistant also supports the IMG Rainier clients, guides, partners and staff by working in the retail & rental shop, and working on HQ facilities. The Operations Assistant will work along with IMG guides, partners and staff to ensure that customers have a superior experience during all exposure to IMG programs.

The position requires high levels of energy, enthusiasm and self-initiative. Communication skills at multiple levels are essential, planning and follow through are critical, and a customer-service orientation is mandatory.

### RESPONSIBILITIES

- Retail store: Work with customers to provide a quality retail experience; assist Operations Manager in all aspects of store management.
- Rental gear: assist customers in determining rental needs, fitting gear, payment processing and equipment return; maintain all rental gear in clean working order; arrange to process special requirements of clients (i.e. very large and very small sizes).
- Plan healthy, tasty, easy-to-prepare, lightweight menus for all Rainier Programs (in collaboration with Operations Manager). Procure food, package for each program and have ready for guides.
- Maintain the IMG HQ grounds and facility. Arrange to keep grass cut, parking areas clean and orderly, guide lounge areas clean and orderly, all buildings and facilities secure and neat.
- Assist other IMG staff to meet and greet clients before and after each program, which includes but is not limited to: assist staff and guides with client registration, gear rentals, provide directions and assistance, set up food/beverages before and after climbs.
- Assist guides to locate and prepare group gear and paperwork as necessary. Assist guides in meeting IMG and NPS compliance/paperwork issues before and after all programs.
- Assist with IMG vehicle maintenance, as necessary.
- Drive clients and guides in IMG vehicles to/from trailheads.
- Other duties as assigned.

## QUALIFICATIONS

- 1-3 years experience in retail sales, preferred
- Strong familiarity with outdoor clothing and equipment
- Demonstrated experience and success in a customer service environment
- Superior communication, interpersonal and customer-service skills
- Demonstrated ability to work under pressure, handling multiple tasks, in a fast-paced working environment
- Personal mountain climbing and rock climbing experience desirable
- Valid drivers license and good driving record

## SALARY AND BENEFITS

- \$10 per hour
- WA State Workman's Compensation coverage

*IMG is an equal opportunity employer. IMG is committed to treating all employees and applicants without regard to race, color, creed, religion, sex, age, national origin, and all other bases protected by law.*