



JOB OPENING: OPERATIONS DIRECTOR (full time)

Sacred Rides Mountain Bike Adventures



THANK GOD IT'S MONDAY

Have you always wanted to have a job that you felt truly passionate about? To work for a company that values its employees and provides them with opportunities for fun and meaningful work? To take on a role that is both challenging and rewarding?

THE COMPANY

Sacred Rides is the world's leading mountain bike adventure company, ranked "#1 Mountain Bike Tour Company on Earth" by National Geographic Adventure magazine. From humble beginnings in 1996, we now offer small-group singletrack mountain bike adventures and skills camps in 10 destinations worldwide (and counting), with a focus on responsible tourism that makes direct, meaningful contributions to local communities.

Sacred Rides Mountain Bike Adventures

#400 – 215 Spadina Ave. Toronto, ON, Canada M5T 2C7

phone: +1.647.999.7955 **toll-free:** 1.888.423.7849

web: www.sacredrides.com **e-mail:** ride@sacredrides.com



We are currently experiencing significant growth and are expanding considerably in 2012; to manage this growth we require additional operations support. The operations director will be responsible for ensuring that all of our trips run smoothly and that our customers are having the experience of their lives – including all pre-trip and post-trip communications. He/she will also help develop new itineraries, both with our growing roster of franchisees, and via our new Explorer line of beginner trips.

THE ROLE

The operations director will help oversee smooth running of our trips around the world, ensuring that guides have all the information they need to run organized trips, that guides and hotels and other needs are prepared, and that clients have all the information they need to have an amazing experience.

This role comes with many perks, including discounted mountain bike/outdoor gear (including bikes), and significant opportunities for international travel, on our trips around the world. For this reason, we seek someone who has a strong enough level of mountain bike skill to be able to participate in most of our trips.

THE RESPONSIBILITIES

- Ensure smooth functioning of all Sacred Rides trips globally
- Communicate with guides, hotels, and other suppliers to make all necessary pre-trip preparations
- Identify opportunities for streamlining Sacred Rides' operations and implementing efficiency programs
- Answer client trip questions and ensure that clients have all the information they need to properly prepare for their trip
- Maintain strict control over trip-related costs
- Work with our franchisees to develop new itineraries for adding to our roster
- Work with our existing network of guides to develop new itineraries for our new line of Explorer trips (for beginners)
- Report to CEO on Key Performance Indicators of the company
- Liaise with bookkeeper to maintain accurate records of costs and revenues on a trip by trip basis

Sacred Rides Mountain Bike Adventures

#400 – 215 Spadina Ave. Toronto, ON, Canada M5T 2C7

phone: +1.647.999.7955 **toll-free:** 1.888.423.7849

web: www.sacredrides.com **e-mail:** ride@sacredrides.com



THE RIGHT STUFF

The successful candidate must live in Toronto and be willing to work downtown (our office is at Bloor and Bathurst, but there will be opportunities for significant work-from-home time).

- Hyper-organized and detail-oriented
- Comfortable with Excel and Word
- Familiarity with business financials (cash flows, P&L, etc...)
- Ability to work self-directed, with minimal supervision
- Strong mountain bike skills are an asset as is a deep knowledge of the mountain bike industry
- Experience with website Content Management Systems is an asset
- Experience in the travel sector is an asset

THE PAYOFF

Base salary for this position is very competitive with respect to similar positions, and will also include a profit-sharing bonus paid quarterly.

THE APPLICATION

To apply, please visit <http://sacredrides.com/job-openings> to download the application. Please also include a cover letter, introducing yourself and answering the following three questions:

1. What is the purpose of your life?
2. How does this role fit in with the answer you provided above?
3. What is the one thing you know about Sacred Rides that we don't, and how does knowing that prove you can be a great, profit-adding addition to our company?

You may also include a resumé/CV if you like. Please mail your application by Mar. 31, 2012 to **Sacred Rides, #400-215 Spadina Ave., Toronto, ON M5T 2C7**

Only those considered for the next stage will be contacted (by April 03)

Sacred Rides Mountain Bike Adventures
#400 – 215 Spadina Ave. Toronto, ON, Canada M5T 2C7
phone: +1.647.999.7955 **toll-free:** 1.888.423.7849
web: www.sacredrides.com **e-mail:** ride@sacredrides.com