



Whaler's Cove Lodge is a seasonal outdoor recreation business that hosts up to 32 Guests per day, for a 3–4-month operating season in Alaska and an 8–9-month administrative season in Montana. We operate with a year-round staff of 3, with the support of shareholders, and an operational seasonal staff of an additional 30+/. The lodge is in Southeast Alaska, on Killisnoo Island, just off Admiralty Island National Monument, near the Tlingit Village of Angoon. This is a remote wilderness lodge specializing in salt & freshwater fishing and ecotourism. This is a year-round position.

- May to September in Alaska. Must be on-site for the entire operating season, including opening and closing the facility (approximately 20 weeks). The guest (operating) season runs approximately 3rd week of June through approximately the third week of September. While the Alaska operation is running (including gearing up and shutting down), this position demands 6 days per week, 11–12-hour days, and being on call in case of emergency.
- October through May is based out of our Kalispell, Montana satellite offices. During this time the General Manager (GM) will be planning, recruiting seasonal staff, and directing the year-round staff in all business operations. The work schedule is dictated solely on the projects and goals set forth, while maintaining the weekly and monthly duties of running the business.
- Our mission is to provide a safe, high quality outdoor adventure to a select group of guests, while at the same time providing all the creature comforts of home. Clean and comfortable lodging, amazing Alaskan inspired food, cultural awareness and stewardship of our remote area of Alaska. Additionally, we strive to provide a safe and clean workplace that caters to a high-quality staff, with a low turnover.

Whaler's Cove Lodge is a 43-year, 2nd generation owned, fishing and eco-tourism lodge in remote Southeast Alaska. We are essentially a small town that has been carved out as close to the "real" Alaska that you can be, without having to contend with crowds of tourists. We sit on top of great fishing, amazing nature interactions and epic Alaska only views. Accessible only by float plane or vessel, we are literally an Alaska island paradise, with all of the self-sufficient infrastructure to support our staff and guests.

Summary of Job Duties

- **The General Manager** (GM) oversees all aspects of the lodge operations, both in the administrative offices in Montana and on-site in Alaska. The GM is tasked with ensuring that guests have an enjoyable and safe experience while staying at the lodge as well as making sure that employees are treated well and given opportunities to grow in their careers.

- The entire operation and guest experience revolves around the planning of the General Manager. This person must be able to work with currently established systems that have proven effective and be willing to offer productive solutions to system changes, if needed. The General Manager must communicate often with Guides, Dock/Fish Processing, Kitchen, Housekeeping, Maintenance, and Guest Services Manager, along with vendors, and Managing Members of parent company.
- The GM is responsible for human resources including:
 - Hiring, evaluating, disciplining as appropriate, or determining termination.
 - Onboarding and off-boarding seasonal employees, weekly payroll in the operating season, and processing tips in the operating season. Monthly payroll in the administrative season.
 - Coordinating crew recreation.
 - Providing orientation of company and department rules, policies, procedures, and oversee training of new employees.
 - Be knowledgeable of company policies regarding personnel and ensure crew has a working understanding of these policies.
 - Utilize training resources and standard operating procedures and processes to effectively lead the lodge team.
 - Maintaining and distributing all crew schedules.
 - Supervising 2 direct reports year-round (Administrative Assistant and Guest Services Lead).
 - Supervising 7 direct reports during operating season (Admin. Asst, GS Lead, Housekeeping Manager, Fish Processing Lead, Guide Lead, Head Chef, Maintenance).
- Accounting (receivables, payable requests, establishing and abiding by budget) & financial reporting.
- Responsible for overall cost control and ensuring that company resources are used productively.
- Oversee timely and accurate reporting of all local, state and federal regulatory compliance requirements.
- Partner with appropriate external stakeholders (e.g. Local and Tribal governments, the US Forest Service, USCG, NOAA, etc.) to help move the lodge forward in its long-term goals.
- Be the lodge champion with the community, government, industry, media, and other important leaders.
- Have a knowledge of all current Fish and Game regulations, restrictions, and limits.
- Establishing and enforcing policies regarding safety and security of guests, employee conduct, and environmental issues such as waste management.
- Embrace our responsible business ethics and run the lodge in as environmentally responsible a manner as possible including reducing, reusing, and recycling.
- Educating and encouraging participation in our waste management program by all guests and requiring participation by all crew.
- Ensure compliance with health and safety legislation and licensing laws.
- Resolve problems arising from guests' complaints and any unusual requests or inquiries
- Responsible for ensuring inventories are completed in preparation for the next operational season by all departments.
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- Coordinate all operational pre-season purchasing regarding the operation of the business (excluding capital improvements).
- Coordinating weekly provisioning runs during the operating season.
- Ensure that food and dining service meets or exceeds quality standards and provides consistently great food, service and presentation.
- Utilizing our primary "marketing" which is providing an excellent, in-house customer experience which creates the desire to return and to share the experience. Creating marketing campaigns to promote the lodge's brand and increase sales.
- Making sure that everything on the property is working and safe. Directing crew in a timely manner to facilitate safe operations.
- Understanding in detail how the lodge costs, products, services, and systems stack up against our competitors.
- Set a personal example in terms of the hours worked, the obvious commitment to success, and the consistent quality of your efforts.

Job Qualifications

- This is a challenging and demanding position requiring someone with high energy and a positive attitude. Applicants should have experience training and supervising staff, a proven record in providing exemplary guest service and be able to operate independently.
- Able to cope with stress (in a healthy way) and emergencies in a calm and concise manner.
- Strategic thinker.
- Proactive in all aspects of business.
- Comfortable with public speaking, leading meetings, and coaching.
- Detail oriented – logistics minded, organized and timely.
- Experienced with financial analysis, budgeting, monitoring and controlling all costs associated with a company's operations.
- Self-motivated to find practical solutions for situations that may arise. Courteous and clear communication, problem-solving skills, and conflict resolutions skills are a must.
- Act as a team player with all the staff and to lead by example.
- Must be able to keep employee, company and guests' matters confidential.
- Flexibility. There are times when team members may need to perform other duties outside their described responsibilities. Due to the remote location, an all-hands-on-deck attitude is required.
- Curiosity. Willingness to continue professional growth as a leader, administrator, and host.
- Proficiency in computer programs including reservation software systems and/or databases, point of sale systems, QuickBooks, Microsoft Word, and Excel.
- 50 wpm minimum.
- A minimum of 10 years of experience in hospitality or service industries.
- A minimum of five years in a management role, any industry.

- A minimum of 2 years of experience in the hospitality industry in a management position.
- A Bachelor's Degree in Business Administration, in Hospitality Management or similar **OR** work experience equivalent to this.
- First Aid/ CPR certification is preferred.
- ServSafe Manager certification is preferred.
- Prior remote work experience preferred.
- Working knowledge of safe firearm handling preferred.
- Recreation time as an outdoorsperson and experience in the maritime environment is beneficial.
- Whaler's Cove Lodge is a permit holder in the Tongass National Forest and Admiralty Island National Monument. All rules and regulations are expected to be understood and followed.

Compensation & Benefits

- Salary commensurate with experience.
- This position does not qualify for TIPS.
- Salary reviewed annually; income growth potential based upon performance and seniority.
- 6 weeks paid vacation (30 business days)
- Travel to and from the Lodge.
- All boarding and meals will be provided at the expense of the employer while at the Employer's (Alaska) property.
- Upon approval, the ability to work from home in extenuating circumstances for a limited period during the administrative season in Montana.
- Sick days during the administrative season are paid with the intention that any day off from work for illness is made up at a future date within 30 days.
- Sick days during the operating season will have daily salary proration deductions, however room and board are continually provided.
- Company laptop and accessories. Company phone & chargers.
- Other benefits disclosed during the interview.
- Together, the Job Description, the Offer of Employment, and the Employee Handbook constitute the overall duties of the General Manager and are considered a mutual agreement between the employee and the lodge.
- The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Considerations & Routines**Considerations**

Team Oriented ~ This position is one of only **3 core crew** members that provide this company with its backbone. This person needs to be independent, yet totally understand the interdependence that this operation requires to succeed. Healthy communication skills, willingness to solve issues, positive attitude, big-picture mentality, sense of humor, self-motivation, and an ability to adapt and learn are all required. This is a small business which wholly relies on the successful performance of each and every person.

Professionalism ~ We require our General Manager to present maintain a professional decorum. We always have guests at the lodge (from June into September) with turnover days twice per week. Because of our remote location, it is very difficult to replace any of our crew during the operating season. We expect the commitment of our seasonal staff to stay the entire season or agreed upon length of contract. It is important that our applicants understand the operation and what responsibilities will be required of them.

Attitude & Social Ability ~ Most of our crew are in a position with very high guest exposure. It is important that our personnel enjoy people and enjoy showing the guests a good time. We are looking for individuals who truly enjoy hospitality! We require our team to have a positive attitude, show extraordinary manners, and be courteous at all times. This position involves *daily communication* with all staff: 3 crew year-round, and during the operating season 7 Department Managers, ~23+/- crew members, and up to 32 guests daily!

Safety & Medical ~ Our guides are our eyes and ears on the water. Guides are expected to keep tabs on other vessels from the lodge, including self-guided boats. At times our guides act as radio relay stations if a boat is trying to contact the lodge and is out of VHF range. Guided vessels are required to lend assistance to vessels in emergency situations where life or property is in danger. Guest Services crew are the *primary monitors* of the lodge VHF station and are required to assist with any communications necessary. Practical knowledge of how to communicate with the USCG is required. Knowledge of maritime radio etiquette and NATO alphabet will be required. Guest Services crew and the General Manager rotate monitoring the lodge radio 24 hours a day, while guests are on site, in order to ensure a speedy response to any land-based emergencies.

Operating in the Alaskan environment is inherently dangerous, and *all* of our employees are required to be aware of and responsive to any potentially dangerous situation that may arise.

Firearms are kept on site and carried by all freshwater guides. The lodge has a working cannon, for entertainment purposes only.

If a situation arises that requires medical attention, crew is to contact the lodge immediately and render any assistance possible. The community of Angoon has a medical clinic with emergency staff available; although due to irregular cell service, contact may not occur immediately. Regional scheduled sea plane service or charters may be available to transport patients to adequate medical care facilities in Juneau or Sitka (this is a minimum 2-hour response time). In addition, the U.S.C.G. Air Station in Sitka has the capability to medevac serious injuries. Due to the remote location, timely sophisticated medical assistance is not guaranteed.

All crew must be healthy, physically fit, maintain a modest and clean appearance, be drug-free (pre-employment drug testing and random seasonal drug testing is company policy), and be a non-smoker. Anyone who cannot maintain themselves with a sense of decorum regarding alcohol consumption need not apply.

Physical Requirements ~ Ability to work outdoors in all weather. Ability to work in standing position for extensive periods of time, climb and descend stairs, and bend/twist at the waist. Ability to lift objects weighing up to 35-50 pounds. Ability to work in a sitting position for extensive periods of time. The ability to walk the entire breadth of the property multiple times per day (constituting 4 acres on land and the dock). This property is a wilderness resort and does not have streets, roads, or concrete paths; all walking surfaces have natural contours and irregular movement if on water.

Company Policy ~ Employees of Whaler's Cove Lodge are to abide by the most current version of the Employee Handbook. The duties and policies described in this job description are in addition to, and an integral part of, the employee policies set forth in the Employee Handbook.

Meetings ~ The General Manager performs daily stand-ups with all department managers/leads and facilitates companywide meetings as deemed necessary. Due to the seasonal nature of our industry, the daily stand-ups are a requirement to ensure that all crew are coached, trained, and updated throughout the operating season so that they are educated and empowered to provide an exceptional Guest experience. Topics of the meetings vary: the coming weeks guest needs; Q&A regarding lodge policies for reservations, guest requests, etc.; tides and weather for the coming week; review of Guest forms; fishing areas; Whale sightings and feeding areas to be aware of; current guest issues; emergency orders as issued by the Alaska Department of Fish & Game; and any changes of fishing or guiding regulations; and questions regarding company processes; and provisioning requests. The daily stand-ups are intended to be productive and positive to ensure clear communication between GM and the entire lodge team.

System Builder ~ **The entire operation and guest experience revolves around the planning of the GM.** This person must be able to work with currently established systems that have proven effective and be willing to offer production solutions to system changes, if needed. The Managing Members will provide training and support for the SOPs. The GM must communicate often with Dock/Fish Processing, Guides, Kitchen (both Back of House and Front of House), Housekeeping, Maintenance, and Guest Services.

Self Sufficient ~ The lodge is located on a remote island in the middle of the Tongass National Forest (17 million acres of wilderness). This means that there are zero conveniences.

- We create all the water used for drinking, cooking, showering, and flushing.
- We process our wastewater.
- We incinerate our trash.
- We recycle all aluminum and glass (which must be shipped 90 miles by water for recycling).
- There are no stores. There are no amazon deliveries. Internet service and cell service are sketchy at best. There are no movie theaters, barber shops or salons, and no convenience stores.
- Although we do our best to ensure some security for internet access for lodge operations, it's not always guaranteed.
- Suggested packing lists are provided for the crew to help ensure that they arrive well prepared and stocked with basic comforts.

Adaptable & Hard Working ~ This industry is intense and unique. This company performs its services in a very remote location in Alaska: crew lives and works on 4 acres, on a small island, for 90+ days, with little "down time". Without a doubt, the operating season is industrious. Most of the administrative duties are performed at the company satellite offices in Kalispell, Montana: crew is near home, plenty of "down time", work is Monday thru Friday with Saturdays, Sundays, holidays, and three-day weekends off, and the social aspect of the job is scaled back to the 3 core crew members in addition to phone and email time with current and future Guests.

Integrity & Transparency ~ The GM must pass a background check, a credit check, and provide positive references for similarly performed work.

Daily Schedule & Routine in Alaska

Breakfast is served at 7:00 am each morning. A lunch bar is provided during breakfast (for guests and staff). Guests pack their lunches for their day on the water.

Hot lunches are provided for the crew at 12:00pm, daily.

Boats are typically away from our dock by 8:00 am each morning (except turnover days).

Whaler's Cove Lodge

General Manager

Newly arriving guests (on turn-over days) are typically ready to depart the dock by 9:00 am to 10:30 am.

All guest turnovers happen first thing in the morning, twice a week, with outbound guests leaving on the same aircraft or ferry that the inbound guests arrive on. Whaler's Cove Lodge operates continuously and uninterrupted (24/7) from opening day until the last guests depart. The season typically opens to the first guests after June 20th and last guests depart by September 12th. Our operating season is 68-84 days per summer, depending upon bookings.

Any and all mechanical issues with vessels are reported to the lodge (via VHF) immediately upon discovery. Guest Services is responsible for immediate communication of these issues to the local mechanic. This enables the shop staff to prepare for mechanical repairs. All of our vessels are booked every day with few exceptions.

Each guided or self-guided saltwater excursion boat returns to the lodge with guests between 4:30 pm and 5:00 pm. Guided vessels returning from freshwater trips are to be back to the dock by 6:00 pm.

(Freshwater trips do not impact the fish processing plant to the extent that saltwater trips do. Additionally, freshwater trips have more travel time each day and less time on the water (fishing) for guests.)

When boats return to the lodge in the evenings, guests and fish are unloaded, fish processing forms completed, vessels are thoroughly cleaned (interior and external, including heads), tackle and fishing gear maintenance, boating gear maintenance, vessel maintenance checks are to be performed after each guided day (by captains) so that there are no surprises the next morning. Our mechanical and support staff are willing to work all night, if need be, to perform necessary repairs to ensure that our fleet is in shape for each day's uses. Our mechanics and related support staff are not available early in the morning to handle repairs that should have been known the day or night before. Dock and Guest Services communicate each evening for total fish counts for evening presentations.

Dinner is served to the guests and the crew at 7:00 pm and is typically over by 8:15 pm. If circumstances prevent any staff from being able to attend dinner, our chefs and kitchen staff can plate and hold dinner with notice. It is NOT a requirement for our crew to enjoy dinner with guests, however crew are welcome. The dinner and evening presentation is a great way to wrap up the days exhilarating moments. Awards are given each night to guests who chronicle their experiences with the group and for notable catches. We encourage guides and captains to take turns presenting our daily fish count and sharing their fish "stories".

Fishing & boat assignments are plotted out for the season by the Guest Services Lead/Manager. These are never "etched in stone" and can be changed depending on guest's needs, equipment availability, mechanical breakdowns, severe weather and a whole range of circumstances. The following days activities and assignments are firmed up each night with the guests around dinner (by the Guest

Whaler's Cove Lodge

General Manager

Services staff). Daily activities and boat assignments are posted each night, generally by 8 pm in the main lodge and in the fish processing plant on the dock.

This is the routine, every day, while guests are on site.

Prior to the first guest arrival, and after the last guests leave: this time is dedicated to any capital improvement projects, the commissioning, maintenance, then winterization of the entire facility and all assets. Typically, staff arrive 4-8 weeks prior to first guest arrival and depart 1-3 weeks after the last guests depart.

The GM is working both in the lodge office and is walking the 4 acres of the property and down on the docks daily. Daily stand-up times with each department are standardized due to each department's specific duties and shifts.

Schedule & Routine in Montana

Administrative offices in Montana are staffed by the General Manager, Administrative Assistant, and Guest Services Lead mid-September through May/June of each year. The Administrative Assistant provides support to the GM by traveling to Alaska for two weeks in June, then support is provided remotely through the operating season. The Administrative Assistant works year-round in the Montana office.

The operating team packs up Alaska offices for transit to Montana in September, sets up the satellite offices, and handles any outstanding issues from the operating season. The year-round team then takes a 2-week paid break (typically the last week of September through the first week of October).

The winter administrative season is typically a 4-day work week, Monday through Thursday. This is the time to wrap up the current year's operations and plan for the next. This includes, but it is not limited to debrief with year-round team, recruiting the team of 30 for the next operating season, prepare for taxes, establish budget for next fiscal year, hold workshops, sign vendor contracts for next operating season, organize the logistics and schedules for the next operating season, marketing, guest communications, reservations, GM training with Managing Members of the parent company.

There is one-week paid holiday during Thanksgiving, a 2-week paid holiday during Christmas and New Year's, and there is a one-week paid vacation prior to the GM's departure for Alaska. In total, there are 6 weeks paid vacation throughout the year.

All other schedule nuances are disclosed during interview.

Whaler's Cove Lodge is an Equal Opportunity Employer.

