JOB DESCRIPTION

JOB TITLE: Churchill Operations Manager

REPORTS TO: Operations Manager

POSITION SUMMARY

Reporting to the Operations Manager, this role provides oversight and support to the Lead Expeditor and the Blueberry Inn (BBI) manager. This position is the key leadership role in managing Churchill-based operations. The position ensures smooth logistical planning and execution for both guests and staff, including the coordination of commercial and charter flights in collaboration with Calm Air, Adventure Air pilots, the sales team, lodge managers, and senior leadership.

This individual is responsible for supervising Churchill town operations, supporting lodge staff while in town, and maintaining up-to-date flight and expediting schedules. Additionally, the role encompasses oversight of facilities, staff performance, logistical systems, emergency preparedness, and guest satisfaction—ensuring that Churchill operations meet company standards and contribute positively to the overall guest experience and brand reputation.

This individual acts as the face of our company in a close-knit small town, thoughtfully navigating local relationships while maintaining a strong and positive brand presence.

RESPONSIBILITY & ACCOUNTABILITY

Corporate

- Participate in strategic and operational planning

- Contribute to public relations, brand image development, marketing initiatives, and customer service excellence

- Develop and support effective and efficient administrative and logistical systems

- Oversee planning and execution of staff training programs conducted in Churchill

- Maintain and uphold all standard operating procedures relevant to Churchill operations

- Conduct regular reviews of procedures and workflows on location

Marketing

- Promote the Churchill Wild location and brand experience to guests and staff

- Provide photos and stories related to Churchill staff, guest experiences, and daily operations to support marketing and storytelling initiatives

Human Resources & Administration

- Complete comprehensive end-of-season reports for Churchill operations

- Ensure accurate and timely completion of incident and weather delay reports

- Conduct employee performance reviews in accordance with company policy

- Participate in hiring, onboarding, and on-site training of Churchill-based staff

- Provide daily supervision and ongoing performance management for all Churchill personnel

- Conduct formal annual performance reviews for Churchill staff

- Review and sign off on expeditors and BBI staff work schedules and submit accurate tracking for payroll processing

Operations

- Create and continually update the flight and expediting schedule, an integral tool to daily operations

- Oversee and support Lead Expeditor ensuring flight manifests are correct and up to date for guests and staff

- Oversee and support Blueberry Inn manager in their tasks, including, but not limited to: ordering food and beverage, communicating with head office regarding any additional needs, support with booking system, email responses and other administrative tasks

- Work the occasional shift at the Inn, as front desk personnel and support with general BBI operations

- Support the BBI manager in hiring and supporting the Inn staff (report to BBI manager)

- Ensure building maintenance is kept up at BBI, including daily cleaning of rooms, lounge, kitchen areas, windows and seasonal requirements

- Oversee execution of all seasonal start-up and shutdown procedures in Churchill

- Manage the preparation and booking of charter flights through designated providers

- Coordinate closely with the Operations Manager, Adventure Air pilots, Calm Air, sales team, and lodge managers to ensure seamless logistics

- Maintain and update expediting manuals and procedural documents

- Monitor and enhance employee workflow and task efficiency

- Support guest satisfaction in Churchill, responding to guest needs or concerns in coordination with lodge and operations managers

- Arrange and coordinate accommodations, restaurant reservations, and other logistics in the event of weather-related delays, ensuring guest comfort and continuity of service

- Liase and build strong community partnerships in Churchill with other tour operators, restaurants and other stakeholders

- Coordinate vehicle transportation to and from local venues and restaurants, provide guests with information on sightseeing opportunities and points of interest, and ensure engaging activities are available during their time in Churchill.

- Manage Tour Guides in Churchill, ensuring they have all relevant information for their day of touring – eg. Site visits, restaurant locations and timing, flight timings

Building & Equipment Maintenance

- Ensure safety and maintenance of all buildings, equipment, and grounds in Churchill

- Establish a routine maintenance monitoring program, identify deficiencies, and report issues to the Operations Manager

Emergency Response & Incident Command

- Act as the first point of contact and initial command in emergency situations affecting Churchill and lodge operations

- Coordinate emergency response efforts, including medical evacuation (medivac), fire response, and disaster scenarios

- Liaise with lodge managers, Operations Manager, and external agencies to ensure timely and effective emergency action

- Ensure staff are trained in emergency procedures and maintain readiness of emergency protocols

Conditions of Employment

- Willing to relocate to Churchill, Manitoba for operating season
- Must be legally able to work in Canada
- Must be able to read, write and communicated fluently in English.
- Must be able to work outdoors in various environmental conditions (snow, rain, wind).
- Must be physically capable of performing duties of the job.
- Manitoba class 5 drivers' licence or equivalent

Qualifications

- Experience in logistics and planning an asset
- Manitoba Clas 4 drivers' licence or the ability to get one
- Understanding of flying schedules and duty hours an asset
- Proficient in Word and Excel

To Apply;

Please send your resumes and references to admin@churchillwild.com