



## Job Description – Day Base / Retail Manager

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### About Us

Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heli strives to provide remarkable, unparalleled experiences to our guests and staff. We are an efficient team of like-minded individuals found happiest in the mountains, fulfilled by small town living, and are always seeking the next pursuit. We pride ourselves on providing a workplace that is supportive, safe, entrepreneurial in spirit, and most importantly fun.

### Job Overview

The Day Base/Retail Manager works with Day Base and Guiding Teams to execute daily operations in the winter, as well as manage the retail and merchandise for the company across all programs. The manager works to ensure an elevated customer and staff experience at Day Base. This includes but is not limited to overseeing the general upkeep and cleanliness of the facility, guest orientations, demo setup, retail sales, hiring, training and scheduling of shuttle drivers and dispatch, completing daily cash out, performance management of staff, occasional fuel systems maintenance and other duties as needed. The Retail Manager is also responsible for the creation and execution of the EPH Retail and Uniform program including product design, creation and sales. They will be responsible for a yearly budget for staffing and retail purchase for the year.

### Employment Details

Type:	Full time, year round
Contract Start Date:	October 6 <sup>th</sup> 2025 on a continual basis
Reports To:	Director of Operations
Compensation:	\$30-34/hr based on experience \$500 seasonal bonus based on performance Tips and Gratuities
Benefits:	EPH Staff Uniform Staff Heli-Skiing (1 day guaranteed, additional days based on performance) Discounts with EPH suppliers and partners Paid training, lunch, and breaks
Vacation:	4% of earnings paid out on each paycheque
Work Location:	Primary: Eagle Pass Day Base, 3451 Trans-Canada Highway, Revelstoke Secondary: May include Lodge and Office locations on occasion
Physical Demands:	May require the ability to lift up to 30 lbs



## **Roles and Responsibilities**

EPH bases our roles and responsibilities on the Driver, Authorizer/Accountable, Contributor, Informed (DACI) model. The Day Base / Retail Manager will be expected to fulfil the role as follows:

### ***Primary Responsibilities (Driver) – Day Base Manager***

- Staff Hiring, Training and Supervision
  - Training of Day Base staff
  - Scheduling of Day Base staff
  - Approving employee time sheets
  - Performance Evaluations (mid-season check-in, end of season final)
- Management of Day Base staff
- Support training of Rescue Plan for Day Base staff
- Management and updating of the most current edition of Day Base SOP's
- Budgeting & Annual Reporting
- Managing daily cash outs in Revel
- Implementing daily plan based off the Daily Update
- Assisting in responding to all initiated emergency response plans
- Managing customer profiles in Revel (capturing photos and contact data for CRM)
- Managing guests leaving the field – tracking of, alerting office, discussions with guests, evacuation fee, and digital document collection
- Down day administration - guest management, work with guiding and office teams
- Managing guest rental equipment – order safety equipment and powder skis/boards, ensure equipment returned daily, and complete any warranty or repairs issues
- Ordering of Day Base supplies
- Cleaning of Day Base (Internal)
- Management of cleaning of Day Base (Third party contract) at the start of season
- Day Base set up and tear down at beginning and end of season
- Ski Fleet management, buying selling, testing, maintenance
- Safety gear management and procurement – ski straps, transceivers, shovels, probes, backpacks, heli flags, batteries
- Overseeing Heli Fuel Tracking
- Weekly review of vehicle logs for completion and inspection audits
- Onboarding Powder Practicum students, training and reviews
- Management of the summer rental for the staff accommodation
- Intercompany Communication - within & between departments
- Management of Teams, WhatsApp and internal communication channels for the Base
- IT system training for staff
- File organization

### ***Primary Responsibilities (Driver) – Retail Manager***

- Establishing and maintaining merchandising standards
- Management of budgeting & annual reporting



- Monthly Revel sales reporting (Dec - April)
- Aiding in management and procurement of sponsorship relationships
- Oversee retail sales activities at two locations (daily restocking) Update & oversee training manuals - Revel & Sales Procedures
- Transferring inventory between retail locations (physically and in Revel)
- Train & coach retail support team
- Submitting orders to suppliers
- Receiving, pricing, tagging and set up in Revel of all inventories
- Maintain correct inventories, COGS & MSRP in Revel (year to year)
- Manage physical inventory counts across both retail locations with help from Department heads
- Returning unsold product on consignment at end of the winter
- Warranties & defective product claims
- Pro-deal fulfillment for staff
- Management of staff uniform and PPE throughout the season
- Product design and execution (embroidery/silk-screening) for retail and staff uniform
- Manage VIP guest gift
- Manage annual Lodge guest thank you gift
- Donations – working with the Business Manager/ Marketing Manager on the execution of proper donations/relationships

#### ***Secondary Responsibilities (Contributor)***

- Feedback on the Daily to the CR Team
- Assisting in rebooking of guests
- Assisting private concierge position
- HR-related matters
- Reporting of vehicle maintenance
- Setting up of new computers, with support from Sysgen
- Day to day management of IT issues

#### ***Tertiary Responsibilities (Informed)***

- Conditions update
- Critical incident reporting
- Follow up guest care - minor and major
- Contributing to CRM
- Critical incident de-briefing (Internally)
- Critical Incident - Media Relations/PR

Please send all resumes to [info@eaglepasssheli.com](mailto:info@eaglepasssheli.com). Resumes will be accepted until a successful candidate has been found. Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.



*Eagle Pass Heli is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin disability, veteran status, and any other legally protected characteristics.*

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