



Job Description – Assistant Day Base Manager

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 Assistant Day Base Manager role is responsible for always ensuring elevated customer service at the Day Base Facility. This position works in partnership with the Day Base Manager and guiding team to execute daily ski and retail operations based out of the Day Base location throughout the winter. This will include but not limited to managing the cleaning of this facility, ordering supplies, completing daily cash out, training, and management of the dispatch position.

Employment Details

Type:	Full time; Seasonal
Contract Date:	For the 2026/27 winter season
Reports To:	Day Base Manager
Renumeration:	\$30/hr
Benefits:	Health Spending Account 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
Work Location:	Primary: Eagle Pass Daybase, 3451 Trans Canada Highway, Revelstoke Secondary: May include Office and Lodge 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 Assistant Day Base Manager will be expected to fulfil the role as follows:

Driver Responsibilities

- Staff Scheduling and Supervision
 - Scheduling (Dispatch, Shuttle Drivers)



- Approving employee time sheets
- Managing the full return and maintenance of guest equipment
- Performance Evaluations (mid-season check-in, end of season final)
- Intercompany Communication - within & between departments
- Down Day Administration - guest management, work with guiding and office team
- Implementing plan based off Daily Update
- Day Base set up and tear down at beginning and end of season
- Managing customer profiles in Revel (capturing photos and contact data for CRM)
- Ordering of day base supplies
- Managing of Day Base front of house Staff
- Cleaning of Day Base - Internal
- Management of Cleaning of Day Base - Third Party and internal
- Buying, Budgeting & Annual Reporting – Food
- Management and creation of Day Base SOP's
- Management of Staff Accommodation – room allocations for guides/practicums in house, purchasing food and supplies and tracking of costs
- Management of uncontrolled tips on EPH property with another EPH staff member (Dispatch)
- Assisting in responding to Rescue scenarios, always being on site to respond to these situations
- Managing guests leaving the field – alerting office, discussions with guests, evacuation fee, and digital document collection
- Onboarding Powder Practicum students and reviews
- Managing accurate and complete daily cash outs in Revel issues
- Weekly review of vehicle logs for completion
- Communication with Maintenance team on vehicle maintenance needs

Authorizer/Accountable Responsibilities

- Overseeing Heli Fuel Tracking
- Assist in bi-weekly physical inventory counts across all two retail locations with assistance from Department heads
- Assist in merchandise visual standards
- Feedback on the Daily to the CR Team
- Assisting private concierge position
- Employee Incidents
- Reporting of vehicle repairs

Contributor/Consulted Responsibilities

- Conditions update
- Critical incident Reporting
- Follow up guest care - minor and major
- Critical incident de-briefing (Internally)



- Critical Incident - Media Relations/PR

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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