



**JOB TITLE: Vice President of Operations**

**LOCATION:** Arizona

**Posted:** January 1, 2008

**SUMMARY:**

The Vice President of Operations will have responsibility for the P&L and operational success of the \$60 million resort and marina. Staff includes a total of over 1,300 employees in season, with a full-time staff of approximately 350. The position has a team of seven direct reports including a Director of Engineering/Maintenance; Regional Manager for Lake and Tours; General Manager, Boat Rentals and Rope Wilderness River Adventures; Regional Manager, North Lake; Financial Analyst; Controller; and a Director of Human Resources.

The position reports to the President of the division. The Vice President of Operations manages a team of direct and indirect reports in engineering, general management, finance and human resources.

**RESPONSIBILITIES:**

- Managing client relations with the Superintendent of the National Park Services.
- Supervision of management team.
- Complete P&L responsibility.
- Driving attendance and growth through marketing.
- Developing new and increasing existing revenue sources.
- Overseeing capital expenditures and project management.
- Development of the marketing, strategic and business plans for the operation.
- Development of new and existing management talent.

**REQUIREMENTS:**

- 10 to 15 years of successful experience in operations management, preferably in a resort or park setting.
- Experience within the Cruise industry, Ski Resort, Destination Resort industry (Caribbean, or other highly complex resort / tour integrated operating environment).
- Experience in managing multiple outlets on a large resort and/or operating location (single-site with several operating outlets/units on site).

- Strength in overseeing and running revenue management systems - from the hotel or cruise world, yield management background.
- Experience working within highly regulated, government-influenced marketplaces, demonstrating a proven ability to build close relationships with public sector decision makers.
- Strong, broad analytical skills with an emphasis on financial analysis as it pertains to pricing strategy.
- Demonstrated success working and building effective internal relationships that move the business forward within highly matrixed, team-based environments.
- Excellent planning and organizational skills with the ability to effectively direct the company's sales, marketing and services departments in order to maximize revenues and profits.
- Strong verbal and written communication skills.
- Strong focus on Customer Service delivery.

**OTHER DESIRED ATTRIBUTES:**

The VPO should understand how value is created in the business and be attentive to key metrics driving value creation such as effectiveness of marketing programs, operational efficiency, margins, returns on capital and working capital management. He/she will be able to manage relationships and inspire the confidence of various constituents.

The VPO should enhance the level of financial and business analysis coming from the different operations through questioning and application of analytical rigor. The VPO should also be able to effectively partner with the broader senior management team.

- Leadership – Strong leadership skills and an ability to inspire the highest level of performance, commitment, accountability and service throughout the Company. “Hands on” style and willingness to embody the core values of the Company.
- Communications Skills – Outstanding verbal and written skills. Willingness to communicate with senior management in an open, honest and timely manner regarding potential issues.
- Judgment – A fact-based approach to decision making. An ability to make sound business decisions based on evaluation of the facts, rigorous analysis and evaluation of risks.
- Integrity – Demonstrated highest levels of character and integrity. Honest; a team player; respectful and ethical with peers, staff and other external/internal constituencies; and committed to avoidance of any hint of a conflict of interest in any situation.

- Strategic Vision – Ability to conceptualize and articulate a long-term plan for the company supported by appropriate operational, financial and control functions.
- Business Acumen – Strong knowledge of various business functions including marketing, sales, merchandising, operations, information technology, human resources and supply chain management logistics.
- Intellectual Curiosity – A commitment to ongoing learning. General interest in finance, business and the economy.
- Interpersonal Skills – Ability to forge strong working relationships. Strong ability to influence others.
- Analytical Skills – Capable of thoughtfully producing business analysis and forecasts as well as rigorously and insightfully developing the analysis of the finance department.

**EDUCATION:**

Bachelors, MBA preferred.

**LANGUAGES:**

N/A

**SALARY:**

\$150,000 - \$200,000

**Consultant:**

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