



OPERATIONS MANAGER

To Apply: Email Resume and Cover Letter to: samantha@rockymountainfoodtours.com

The Operations Manager has a critical role at Rocky Mountain Food Tours as they will be responsible ensuring our food tours run smoothly and efficiently. They will have the opportunity to improve processes, increase revenue, and build systems that will set the company up for future growth and success.

Employment Type: W-2 Employee (Remote), Paid Monthly

Pay: Hourly, Negotiable

Hours: 10-15 hours/week, including weekdays and some weekends

Skills and Qualifications (Required)

- Strong computer skills.
- Copy writing and editing ability with attention to detail.
- Great business acumen; able to interact with the general public cheerfully and professionally.
- Creative with a drive to implement new technology.
- Efficient and responsible with use of time; results oriented.
- Professional with outstanding email etiquette.
- Independent, trustworthy, and motivated to provide excellent work.
- Detail-oriented and able to spot and correct inconsistencies, errors, and missed opportunities in order to continually perfect the brand.
- Will be required to provide own computer and internet access.

Software/Application Experience (Not Required but Preferred)

- FareHarbor, Canva, Apple Pages, Google Sheets, Google Docs, Quickbooks, MailChimp, Square, Gusto (Payroll System), Facebook, Instagram, Twitter, and Pinterest

Responsibilities and Duties

Related to Tour Operations

- Manage food tour availability, booking process, and guest communication.
- Serve as main point-of-contact for restaurant partners; send weekly tour confirmations via email.
- Prepare and email monthly and annual reports to each individual restaurant partner.
- Manage and book all private food tour requests including sending contracts, collecting deposits, building itineraries, and assigning Tour Leaders.
- Assign and manage Tour Leader schedule for all public tours.
- Respond to guest email and phone inquiries in a timely manner.

Related to Marketing and Other Duties

- Manage the blog and corresponding email announcements for bi-weekly posts.
- Respond to and either approve or deny donation requests.
- Ensure the website is always up-to-date and add new reviews, when applicable.
- Perform some marketing duties including managing postings to community calendars and partner websites, occasional social media posts, and other tasks as assigned.
- Assist in hiring for any available positions, when applicable.
- Continually look for ways to improve our processes, marketing, guest communication, restaurant relationships, etc.

Opportunities for Position Expansion

The following duties may be added if a candidate shows interest or competency:

- Simple bookkeeping including cutting vendor checks and running payroll.
- Full marketing and social media management.
- New food tour route development including script writing.
- Restaurant relationship management that will include a monthly dining stipend.

Training and Support

- The Operations Manager will go through a thorough training process with the outgoing manager, Noel Wood, and with the owner, Samantha Wood.
- Many processes and forms are already in place that benefit this role.
- Candidate will mostly set their own hours but will have at least one scheduled weekly reporting meeting with Samantha and may also be asked to be monitor messages immediately prior to tour start times for last minute guest phone calls or questions.

Colorado Springs Food Tours LLC DBA Rocky Mountain Food Tours is an equal opportunity employer.