INTERNATIONAL ASSOCIATION OF ANTARCTICA TOUR OPERATORS

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| Job Title: | Senior Operations Manager |
| Department: | Operations |
| FLSA Status: | Exempt |
| Reports To: | Director of Operations and Government Affairs |
| Date: |  |

**Position Purpose**

The Senior Operations Manager works with the Operations Team, lead by the Director of Operations and Government Affairs (Director of Operations), to support field operations. This includes coordination, development and implementation of both environmental and operational policy and strategy aligned with IAATO’s mission and vision, of advocating safe and environmentally responsible travel to Antarctica.

The Senior Operations Manager will identify areas of environmental and operational improvement while maintaining and encouraging IAATO’s mission and will implement changes appropriately.

The Senior Operations Manager monitors Operator feedback on the day-to-day implementation of policies, programs and procedures and liaises with the Director of Operations and Government Affairs to evaluate the feedback, make decisions for operational activities, and set strategic goals for the organization. The Senior Operations Manager supports the work of committees and working groups to enhance or create new programs and procedures which will further IAATO’s mission.

**Essential Duties and Responsibilities**

* Reports to the Director of Operations.
* Analyses information and data to assist the organization in making strategic decisions around the mission and vision.
* Leads Annual Ship Scheduler Derby Day preparations and execution.
* Leads design and administration of Ship Scheduler section of the IAATO Database – pre, post and during the season.
* Leads in identifying the need for creation or revision of documents in the Field Operations Manual (FOM), drawing in other departments when necessary.
* Liaises with other members of IAATO Secretariat, taking the lead on specific tasks or projects as necessary, including crisis situations.
* With the Director of Operations, develops the agenda for, and organizes IAATO participation in the Polar Field Staff Conference.
* Collaborates with other members of the Operations Team to write Operational Updates.
* Facilitates operationally focused webinars for field staff or Operators.
* Secretariat Lead for the following IAATO Working Groups: Helicopter; Ship Scheduler; Submersible.
* Assists Director of Operations with and leads on specific tasks for the following Committees: Field Operations, Yacht, and Marine.
* Assists Operations Administrative Manager with Post-Visit Report review as needed.
* Secretariat Lead for Field Staff Feedback
* Responsible for platform updates to the IAATO Polar Guide App.
* Travel two to four months per annum to international meetings, observer voyages, gateway ports, and for stakeholder engagement opportunities.
* During the season, working a staggered work week with Operations colleagues to provide seven days a week coverage for Operators.

**Other Duties**

* Collaborates with other departments as needed.
* Assists Operations Administration Manager with the annual production and update of Online Assessment, including identifying the need for and the creation of assessments for new classes of users, and liaising with field staff regarding Online Assessment tools.
* Works with the Director of Operations to prioritize and approve requests/budgets for Operations department modifications/improvements.
* Participates as an IAATO Observer.
* Enters and extracts data from the IAATO database.
* Identifies areas of database in need of improvement.
* Creates Standard Operation Procedures (SOPs).
* Assists in preparation and planning of internal and external meetings.
* Assigned additional Projects as required.

**Required Skills and Experience**

* Excellent interpersonal skills and a good team player
* Minimum three years as field staff on board IAATO vessels; more than three years and Expedition Leader experience preferred.
* Ability to work well under pressure.
* Excellent organizational and leadership abilities.
* Experience working with Antarctic external stakeholders (i.e., National Antarctic Programs) preferred.
* Excellent English verbal and written communication skills.
* Ability to self-motivate and work without constant supervision or direction.
* Experience with database software/web applications and design and implementation experience preferred.
* Proficient in Excel and other Office Suite programs.
* Ability to manage and prioritize multiple tasks.

**Desired Experience/Skills**

* Polar/Marine Experience
* Experience working with remote field teams
* Experience in Public Speaking
* Proficiency in languages other than English; Spanish preferred

**Education/Certifications/Licensure**

* Bachelor’s degree or relevant field experience

**Physical Demands**

*The physical demands and environmental factors described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

* Ability to work remotely
* Ability to travel to local and overseas meetings and training events and to work effectively aboard vessels in remote and challenging environments (travel requirements are extensive – as much as 5 – 6 months annually)
* Ability to work long hours to meet the demands of an event or crisis situation.

**Acknowledgment**

*I have reviewed the Job Description for the position of* Operations Manager*. I have read and understand the duties and responsibilities and other aspects of the Job Description. I further understand that this Job Description will form the basis for the periodic evaluation of my performance. I acknowledge that my employment with the Company is on an “at will” basis which means that either I or the Company can end the employment relationship at any time, for any reason, with or without prior notice. It is understood that this Job Description is a summary of the primary responsibilities of my position. It is not intended to be a complete and total description of each duty and responsibility of the position as may be necessary. It is understood that the Company retains the right to change this Job Description at any time, for any reason, at its sole discretion.*

**Signature:**

**EMPLOYEE:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **DATE:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_