



Position	Office Manager
Location	Ottawa, ON (Oct – April) & Foresters Falls, ON (May - Sept)
Salary	Dependent on qualifications and experience
Benefits	Room & Board on site (May – September), Rent subsidy (For Ottawa), Staff Uniform

Company

OWL Rafting, est. 1981, is a Whitewater rafting company and resort based out of Foresters Falls in Ontario, Canada. As a part of the tourism industry, we offer guided rafting trips down the Ottawa River. Our season begins mid-May and finishes mid-September.

Job Description

The Office Manager is the heart of OWL Rafting from an administrative perspective, overseeing the business operations. Including: sales, reservations, customer relations, staffing, retail, and our café. We are looking for a long-term, year-round, full-time commitment.

Responsibilities

- Working independently in our city office as the main OWL hub in preparation for upcoming season
- Oversee reservation system functionality.
- Collaboration with owner and digital marketing team to organize marketing initiatives.
- During our summer season: managing the office team, including receptionists, retail staff, and café. Responsible for training, scheduling, and payroll
- Responsible for overseeing all communication with clients; initial contact, sale & booking, data input, payments, and all follow up.
- Day to day accounting, balancing, and monthly / year-end financial record keeping.
- Manages our small retail boutique in collaboration with retail staff, including inventory, ordering, sales etc.
- Works collaboratively with all departments to ensure the success and mission of OWL's programs.

Requirements

- Ability to work effectively in a fast-paced environment.
- Strong client orientation with client-friendly problem resolution skills
- Strong organizational and time management skills
- Strong written and verbal communication skills
- Understanding principles of accounting and finance
- Comfortable with reservation software; OWL currently uses Fareharbor

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40 OWL Lane, Foresters Falls, Ontario, K0J 1V0 | 613 238-7238 | raft@owlrafting.com



- Comfortable with Microsoft Office
- Knowledge of website management software (WordPress) and digital marketing (Google, Facebook, Instagram)
- Ability to work as a team member and receive constructive feedback.
- A passion for outdoor recreation

Education and Experience

Required: Minimum of 3 years in a similar leadership position

Desired: Bachelor's degree / Diploma in Business Administration, Communications, or a similar field

Additional Information

We ask for a **two season commitment** from all new staff for training, and to maintain a quality experience for our guests from season to season. Please check out our [Website](#) and [Employment Page](#) to learn more.

Application

If interested in the position, please complete an [Employee Application Form](#). A resume, cover letter, and references are mandatory. Please do not hesitate to get in contact with us if you have any questions.

Staff Perks

There is so much more to being a member of the OWL Crew besides meaning full work within a fantastic and fun community while living alongside one of the BEST natural playgrounds in Ontario.

- 1 free rafting day trip to give away for part time OWL crew or MKC crew 2 free day trips to give away for full time OWL crew ***free trips are for friends or family*
- Immediate family can stay in paddler camping for free if coming to visit, max 3 nights consecutive.
- 20% off retail (excludes any food items, cannot be combined with other discounts)
- Access to pro deals (order directly from manufacturer for lower prices)
- Raft for free provided there is space in a trip, and you are not working.
- On-Site training and certification courses at a discounted rate ex: First Aid & CPR, Swiftwater Rescue, Transport Canada Marine certifications
- Accommodation and food provided for the summer at \$12/day (all meals)
- Tent platform (10 x 14 ft raised with tin roof)
- Laundry available
- Staff Showers
- Internet connection (WIFI) available around the office
- Staff room with kitchenette and WIFI access
- Use of all OWL facilities (beach, watercraft, sauna, volleyball, etc.)
- 2 staff days: group activity day with all crew (end of June and end of August)
- 50% off 5-day courses at the Madawaska Kanu Center. Yes 50% off the entire course.

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