



- HEAD OF OPERATIONS JOB DESCRIPTION -

Stoke Broker is a cause-driven adventure travel company that designs and delivers peak adventures around the world. Stoke Broker trips are personalized, authentic, unique and life-defining. One of the world's first cause corporations, Stoke Broker is wholly owned by First Descents – a nonprofit that provides life-changing outdoor adventures for young adults impacted by cancer and other serious health conditions.

Reporting to the CEO, and working in close collaboration with the Founder, the Head of Operations will design and implement business operations, processes, and policies that support Stoke Broker's vision and culture. This position is responsible for the efficiency of business functions, overseeing day-to-day operations, and leading members of the team to achieve goals and objectives.

This is a remote position based in the US.

PRIMARY RESPONSIBILITIES:

- Design and implement strategies, plans, and procedures that support Stoke Broker's mission and vision
- Set comprehensive goals for performance and growth of the business and individual team members
- Lead the team in daily operations
- Ensure team is managing all aspects of trip management, including but not limited to:
 - Trip profit & loss
 - Client acceptance of trip itineraries and budgets
 - Pricing from all trip operators and operating budgets in accordance with Stoke Broker's target margins
 - Invoicing and payment processing with clients and to vendors
 - Deliverables (e.g., itineraries) to guests and ensure that they adhere to Stoke Broker standards
 - Change requests, ensuring all parties are informed of the impacts on schedule & budget
 - Trip closeouts, including finances and post-trip evaluation to identify successful and unsuccessful elements from all perspectives
- Support business development opportunities for clients working in close coordination the Stoke Broker sales team
- Work in close collaboration with Head of Finance to establish annual company budgets, control costs, introduce tactical initiatives to mitigate losses, and prepare timely and accurate financial reports
- Support growth of Stoke Broker's trusted network of outfitters, destination management companies (DMCs), and guides through daily operations, ongoing research, and attendance at industry events



- Build alliances and partnerships with other organizations who desire to create impact through outdoor adventure
- Negotiate, execute, and manage profitable agreements with clients and partners
- Assess and improve processes and new technologies to support continuous improvement
- Other duties as assigned

REQUIREMENTS, QUALIFICATIONS, AND EXPECTATIONS:

- Prior leadership and management experience as a travel and/or hospitality industry professional
- Excellent people skills, business acumen, attention to detail, and strong work ethic
- Understanding of key business functions such as project management, finance, and sales
- Competency in strategic planning and business development
- Working knowledge of data analysis and performance/operation metrics
- Outstanding organizational and leadership abilities
- Aptitude in decision-making and problem-solving
- Experience developing and overseeing travel operations
- Experience developing and managing budgets
- Ability to travel domestically, abroad, and to remote locations up to 30% of the time for business development and on-site trip coordination (ability to obtain valid passport required)
- Ability to engage in physical activities including, but not limited to, climbing, biking, hiking overland, and paddling

COMPENSATION & BENEFITS:

- Salary range of \$90,000-\$120,000 commensurate with experience and qualifications; annual bonus based on performance
- Stoke Broker provides excellent benefits to all full-time employees including: Competitive health, dental, and vision insurance, unlimited PTO, and remote work flexibility

APPLY:

To apply, send your resume and cover letter to hr@stokebroker.com with the subject line: Head of Operations.

Stoke Broker is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.