

Explore the North is a company located in Swedish Lapland, working with hospitality and adventure tourism. The company currently operates five facilities: Pinetree Lodge in Särkimukka, Lapland View Lodge in Övertorneå, Arctic River Lodge in Tärendö, Grand Arctic Resort in Överkalix and Aurora Mountain Lodge in Lannavaara. Matarengi Lodge in Övertorneå will open in the winter of 2024 and our next adventure, Kaamos Lodge in Aavasakasa, Finland will be inaugurated in the winter of 2025.



We are looking for a **OPERATIONS MANAGER** TO EXPLORE THE NORTH

We are looking for a warm professional **Operations Manager** to coordinate and oversee our organization's operations with 5 destinations today.

What will you do ?

The Operations Manager role is mainly to implement the right processes and practices across the organization. The specific duties of an Operations Manager include formulating strategy, improving performance, procuring material and resources and securing compliance. You should be ready to mentor your team members, find ways to increase quality of customer service and implement best practices across all levels. Ultimately, we'll trust you to help us remain compliant, efficient and profitable during the course of business.

Responsibilities

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency

- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs
- Recruit, train and supervise staff
- Find ways to increase quality of customer service

Requirements and skills

- Proven work experience as Operations Manager or similar role
- Knowledge of organizational effectiveness and operations management
- Experience budgeting and forecasting
- Familiarity with business and financial principles
- Excellent communication skills
- Leadership ability
- Outstanding organisational skills
- Degree in Business, Operations Management or related field

Apply by sending CV and personal letter to:
johan@explorethenorth.se



Explore the North
ADVENTURES IN LAPLAND