

Frontier Lodge



Hello,

Thank you for your interest in the Operations Staff role at Frontier Lodge.

Frontier Lodge is an exciting place to work and grow. Located in the heart of the Rocky Mountains between Banff and Jasper national parks, near Nordegg, Alberta, we're a year-round Christian Outdoor Adventure Center with a mission to provide "well-facilitated, transformational outdoor adventures." Our vision is to "inspire people to experience and know the Goodness of God" through exceptional adventure and hospitality.

We're looking for full-time Operations Staff members to join our team. This role is essential in carrying out many behind-the-scenes and operational tasks at Frontier Lodge. Responsibilities may vary based on organizational needs, growth, and each team member's skills and interests. The Operations Staff role is highly versatile: one day, you might work outdoors on labor-related tasks, while the next may be spent in the kitchen or handling indoor responsibilities. Flexibility, adaptability, and a willingness to serve in various capacities are essential.

As a member of the Operations Staff, there may also be opportunities to learn foundational outdoor adventure skills that are core to Frontier Lodge's activities. This role can be an introduction to the skills needed to lead our guided adventures in the future and for those interested in further developing their abilities in the outdoor adventure industry.

The ideal candidate will enjoy collaborative work and be comfortable with a dynamic work environment. Experience in the camp or outdoor industry, farming, kitchen work, construction, trades, or a strong willingness to learn would be beneficial. Above all, we're looking for someone passionate about Frontier Lodge's mission and eager to serve with dedication.

We believe we are called to important Kingdom work. Would you consider joining us?

Sincerely,

Mac Vidal

Mac Vidal
Executive Director

Operations Staff

Location: Nordegg, AB

Position Type: Full-Time/Seasonal, Open Year Round



Reports to: Operations Director

Join our team at Frontier Lodge and use your skills to make a lasting impact. Our mission is to inspire people to experience and know the goodness of God. We do this through hospitality, site care, and transformational outdoor adventures in the Rocky Mountains. We're seeking a passionate, service-oriented individual to support the day-to-day operations at Frontier Lodge.

The Operations Staff role involves primarily kitchen work, site maintenance, and cleaning, with opportunities to grow into leading in our adventure programs. Days may vary based on individual skills, interests, and abilities. Applications are accepted for both year-round and seasonal positions. If you enjoy variety and a role that provides diverse experience, this job could be an ideal fit.

Key Responsibilities:

Overall Responsibilities:

- Embrace and contribute to the vision and ministry of Frontier Lodge
- Assist in kitchen, site, and other assigned responsibilities

Kitchen Responsibilities:

- Work with the Kitchen Lead to plan and prepare meals for guests and staff, considering guest demographics
- Maintain high standards for food quality and kitchen cleanliness
- Ensure compliance with Alberta Health and Safety regulations

Maintenance Responsibilities:

- Collaborate with the Site Lead and team to manage Frontier Lodge site upkeep
- Operate hand tools, power tools, and equipment, including chainsaws, skid steers, and vehicles
- Perform trails and yard maintenance

Outdoor Responsibilities:

- Works towards being a field leader in all of Frontier Lodge's outdoor programs.
- Works towards being an activity leader status in a select few Frontier Lodge programs.
 - See skills section below for various certification courses and competencies

Qualifications, Skills, and Experience:

- A growing relationship with God and a passion to support the Christian community
- Love for outdoor experiences and connecting with God through nature



- Effective leadership skills and ability to work well in a team
- A servant heart and commitment to Frontier’s ministry
- Current Standard First Aid (16hr) and CPR-C (40hr Wilderness First Aid preferred)
- Clean Police Criminal Record Check (Vulnerable Sector)
- Experience in food service or maintenance (preferred)
- Outdoor industry certifications or Frontier Lodge Competency such as:
 - 40 hr Wilderness First Aid (80 hr Wilderness First Responder preferred)
 - Field Leader and Debrief competencies
 - Technical Rope Skills, Rappel and Tyrolean Activity Leader status
 - OCC (Outdoor Council of Canada) Field Leader

General Requirements:

- 18 years or older
- Support and agree with the Frontier Lodge Statement of Faith
- Complete the Frontier Lodge Staff Application form
- Hold or be willing to obtain a Class 4 driver’s licence before start date
- Able to articulate a personal philosophy of ministry that aligns with Frontier Lodge’s vision and values

Compensation and Benefits:

- **Salary:** Small stipend or volunteer basis with additional support raised individually (15 days allocated for support raising)
- **Accommodation:** Onsite housing with utilities and internet (taxable benefit)
- **Food:** Onsite meals and groceries provided
- **Vacation:** 15 days annually, plus additional rest days after busy program periods (10-15 additional days)
- **Benefit Plan:** For full-time staff, a 50/50 Alberta Blue Cross benefits plan, covering medication, dental, emergency travel, paramedical and more

To Apply:

Please complete the application form at [Frontier Lodge Volunteer Application](#) and attach your resume and cover letter. For more information, email office@frontierlodge.ca. Only selected applicants will be contacted for follow-up interviews.

ERSC - Frontier Lodge Staff



Expectations

What is expected of each Frontier Staff member throughout the year. See Job Description for role specific.

Missional

- Supportive and committed to the Frontier Lodge Statement of Faith
- Can clearly articulate a philosophy of ministry for themselves which fits within the context of the Frontier Lodge's vision statement and values
- Continued desire to grow in Christlikeness (presenting your transforming self)
- Demonstrates the love of Christ through you belong here hospitality

Organizational

- Fulfills specific job requirements on time and with professionalism. See Job Description.
- Collaborating effectively and inclusively with the rest of the Frontier Lodge team
- Proactively communicate with Director of Ministries for specific schedule requests and needs in advance
- Facilitates staff team through a devotional thought during staff devotion. (Every 4th month)
- Represents Frontier Lodge authentically and appropriately. (ie. Using social media, emailing, hosting etc.)
- Develops a Personal Development Plan for themselves submits to E.D. bi-annually and continues to reassess progress and goals. (this includes hard, ministry and soft/people skills)
- Submits personal feedback form bi-annually and meets with E.D. for feedback and review. (includes personal development plan & feedback form)

Time

- Present and on time for morning devotions, meetings and other assigned work related items
- Dishes:
 - Breakfast - everyone available after staff meeting is complete
 - Lunch - usually done by kitchen staff unless otherwise assigned
 - Supper -when scheduled dishes begin 30 minutes after the meal start time until completed
 - Self made food/dishes - Clean up all of your dishes and kitchen supplies immediately after meal
 - Staff only meals - Everyone who eats cleans up after
 - Off days exempt you from your assigned dish duty even if you eat meal
 - Must swap with someone if you are unable to make the assigned dish time
 - If assigned to an evening activity you are able to leave dish time when your next responsibility starts
- Participates or leads evening activities when scheduled with enthusiasm. Not usually more than 3 evenings per week.
- Responds to emails in a timely and professional manner.
- Usually works 5 days a week with 2 off days, not always in sequential order
- Provided 15 days off subject to approval and in context of the Frontier Lodge schedule.
- Frontier provides a number of other days off in lieu of stat holidays worked, after busy seasons and at Christmas time. This total ranges between 10-15 days depending on the year.

Outdoor Related: When assigned or working in the field

- Have and maintain a minimum of 40hr wilderness first aid, preferably seeking to maintain 80hr certification.
- Have and maintain appropriate gear for leading in the outdoors
- Maintains a high level of fitness. (can jog 3km without stopping in under 20 minutes)
- Works within the S.O.P. of Frontier Lodge's outdoor programming labeled in the programming policies binder.



Resources

What assistance is available to help accomplish your role

Spiritual

- The Holy Spirit/God as a guide and helper - John 14
- The Bible. The word of God given as a resource to grow in relationship and knowledge of Jesus
- Faith encouragement through Frontier Lodge organized devotions, prayer time, bible study, musical worship, Christian community, Church, and guest speakers

People

- In person feedback, mentorship, coaching and development with E.D casually and through bi-annual meetings
 - E.D. partners with the Frontier Staff to work out the development plan suited for each individual
- Other staff at Frontier Lodge to participate and support in broader mission of Frontier Lodge
- Directors of Explore
- People in the Nordegg Community

Time

- Staff training days (upskilling and specific development days or weeks)
- Flexible schedule & work life
- Staff are given 15 days to put towards support raising efforts.

Knowledge

- Frontier Lodge's in house competency track for developing as an outdoor leader
- Schooling/participating in Explore classes
- Web seminars or conferences (CCI, ACA etc)
- Staff training days
- Outsourced courses or certifications
- Frontier Lodge/Explore Library
- Other Christian Centres and Camps

Financial

- Pro Deals: Certain pro-deals are made available to staff so that they can purchase gear they need at a reduced rate
- Housing/Food Benefit
- Some roles come with a stipend
- Frontier is a registered non-profit charity and allows staff to raise support for financial assistance. Money donated is tax receiptable.

Other Resources

- Ease of access to the mountains
- Onsite ice wall, boulder cabin, bike trails and the lake
- Gear use from FL
- Health Benefits Plan

Skills

What skills are necessary to be successful in your role. See Job Description for role specific.



Communication

- Listen and ask insightful questions
- Speak clearly and confidently in front of a group
- Breaks down complicated skills into small easily to understand parts
- Professional and concise written and verbal communication skills

Group leadership

- Inspire, communicate and lead out of a clear vision
- Group formation: able to lead a group through the stages of group formation
- Group management, including good judgment
- Patient with others

Wilderness competencies: If working in outdoor field

- Is an activity leader in all of Frontier Lodge's outdoor programs. (2 years of experience working on and developing instructional and personal skill set per skill)
 - These can include both the Frontier Lodge competencies and outsourced certifications such as:
 - See FL Competency booklet
 - ACMG certifications such as: TRCI, Hiking Guide, Apprentice Rock etc.
 - PMBI Level 1 & 2
 - Swift Water Rescue Technician
 - Paddle Canada

Education

- Prepare and deliver effective feedback
- Facilitation through group debrief
- Understands the 4 learning styles and can include them all in their instruction
- Project Management: can design, plan for and implement lessons, events, etc from start to finish.

Other

- Leadership - positively influences those around them
- Intentionally and positively resolves conflicts
- Continuously good self care
- Strong time management ability
- Initiates, self directed and proactive.

Consequences

What are the positive and negative consequences of doing well or poorly in your role



If you do well in meeting expectations

- Increased opportunity at Frontier Lodge
- Growth in relationship with Christ
- Personal and professional skill development
- A positive reference from Frontier Lodge

If you do poorly in meeting expectations:

- Loss of leadership influence
- Lack of personal and skill development
- Restriction of responsibilities and autonomy
- Constructive conversation with Executive Director or overseer
- Released from position at Frontier Lodge