



CRAZY PUFFIN ADVENTURES

crazypuffinadventures.com

JOB OPENING — OPERATIONS MANAGER

Role	Operations Manager
Company	Crazy Puffin Adventures
Location	Fully remote — anywhere in the world
Type	Full-time (3-month paid trial period)
Reports to	Björn, Founder & Director
Apply to	bjorn@crazypuffin.com

ABOUT CRAZY PUFFIN ADVENTURES

Crazy Puffin Adventures is an adventure tour company specialising in off-the-beaten-path destinations. We take small groups and private clients to some of the world's most extraordinary and least-visited places — destinations including Mauritania, Yemen, Afghanistan, Papua New Guinea, Eritrea, Turkmenistan, Syria, and more.

Our clients come from all walks of life — seasoned independent travellers, couples, families, and first-timers stepping well outside their comfort zone. What they have in common is a desire to experience something real, something most people never get to see. Our job is to make that possible, safely and memorably.

We are a lean, fully remote team: a founder who leads new tours and sets the direction, a booking manager who handles client communications and reservations, and a marketing manager who runs our digital presence. We are now looking for an Operations Manager to take ownership of how our tours run — so that the business can continue to grow without everything going through the founder.

This role calls for someone who is both detail-oriented and deeply passionate about adventure travel. You need to be equally comfortable building a pre-departure checklist and getting excited about sending a group to Somaliland. The organisational side and the adventure side go hand in hand here — both matter.



THE ROLE

You will be the operational backbone of Crazy Puffin Adventures. Your job is to make sure that every tour we run is well-organised, that our guides and international partners are up to date with all important details, that new destinations are launched smoothly, and that our booking manager has clear direction and oversight. You will also ensure that our website is kept up to date and maintained.

The founder (Björn) will remain the director and the face of the company — leading select new-destination tours personally and making final decisions on strategy, pricing, and partnerships. Your role is to own everything in between: the systems, the people, and the day-to-day operational decisions.

What success looks like in this role

Björn can go off-grid for 10 days on a tour and the business runs without him.

Every tour departs on schedule — all tours are closely monitored and every client is properly briefed before departure.

New tour destinations are launched on time, without Björn having to manage every step.

The booking manager performs consistently with clear tasks and daily communication. Marketing reports are coming in and ads are running smoothly.

Any issues, miscommunications, or unexpected situations are handled professionally and in a manner that reflects well on Crazy Puffin Adventures.

Björn receives one weekly update and only gets pulled in for decisions that genuinely need him.

WHAT YOU'LL BE DOING

Tour Operations

- Maintain a clear overview of every tour — logistics, guide briefing, partner communication, and client manifest.
- Along with the booking manager, be a main point of contact with local ground operators and international partners in each destination.
- Monitor active tours and be available to handle any operational issues while a tour is running.
- Ensure every departing tour has complete client information, correct logistics, and a briefed guide.

New Tour Launches

- Run the new tour launch process from itinerary finalisation to the tour going live on the website.



- Research and vet new local partners in potential destinations — get quotes, compare options, recommend to Björn.
- Over time, lead scouting trips for new destinations — initially supporting Björn, then independently.
- Build and maintain a launch checklist so every new tour follows a consistent, reliable process.

Team Oversight

- Oversee the booking manager's output daily — check that leads are being followed up, bookings are logged correctly, and pre-departure tasks are on track.
- Be the day-to-day escalation point for the booking manager before things reach Björn.
- Liaise with the marketing manager to ensure campaigns are running and reports are received on schedule.
- Help identify gaps in our processes and build systems to close them.

Reporting & Communication

- Send Björn a weekly written update covering tour status, operational issues, team performance, and anything requiring his input.
- Keep operational systems (booking sheet, guide roster, tour checklists) up to date.
- Keep the website updated — tour pages, pricing, and availability.
- Communicate proactively — flag issues early, don't wait to be asked.

WHO WE'RE LOOKING FOR

We are open to candidates at different levels of experience. What matters most is the right combination of mindset, organisation, reliability, and genuine passion for what we do at Crazy Puffin Adventures.

Non-negotiable

- A genuine passion for adventure travel and off-the-beaten-path destinations — you need to understand our product because you love it.
- Excellent written and spoken English — you will be communicating with clients, partners, guides, and the founder entirely in English.
- Highly organised and detail-oriented — you will be keeping multiple tours, timelines, and checklists running simultaneously without things falling through the cracks.
- Self-directed — you will be working remotely with significant autonomy. You need to manage your own time and priorities without being chased.



- Reliable and trustworthy — this role involves managing partner relationships and sensitive client information. Integrity is essential.
- Calm and solutions-focused under pressure — adventure travel is unpredictable. You need to solve problems quickly and keep everyone informed.
- Strong communicator — proactive, clear, and concise. You don't wait to be asked; you keep people informed.

Highly valued

- Experience working in travel operations, expedition management, tour leading, or adventure tourism.
- Experience managing remote teams or freelancers.
- Familiarity with destinations in Africa, the Middle East, Central Asia, or other challenging regions.
- Experience using booking or CRM systems (even basic spreadsheet-based ones).

Not required

- A degree in tourism or hospitality — we care about real-world experience and mindset, not certificates.
- Being based in a specific country — this role is fully remote and we genuinely don't mind where you are.

WHAT WE OFFER

 Fully remote	Work from anywhere in the world
 Travel opportunities	Join scouting trips and eventually lead tours independently
 Unique destinations	Work on tours to places most people only dream about
 Room to grow	As the company grows, this role grows with it — we are actively looking to expand the team
 Experienced team	Work closely with a founder and team with deep experience in adventure travel — plenty of room to learn and develop
 Competitive salary	Discussed and agreed during the hiring process

**Real responsibility**

You will have genuine ownership of the operational side of a growing travel company

HOW WE HIRE

We believe in trying things before committing fully — for both sides. Here's how the process works:

#	Stage	What happens
1	Application	Send your CV and a cover letter telling us about your background, your experience in travel or operations, and why this role interests you. We're not looking for a template — we want to hear your voice.
2	Interview	Shortlisted candidates will be invited for a video call with Björn. This is a conversation, not a formal interview — we want to get to know each other and see if there's a good fit.
3	3-month paid trial	We start working together with a defined paid trial period. Both sides can decide to continue or not. Salary is reviewed and confirmed at the end.
4	Full-time offer	Full-time contract confirmed with agreed salary and scope.

HOW TO APPLY

Send your application to bjorn@crazypuffin.com with the subject line: Operations Manager Application — [Your Name]

Please include:

- Your CV
- A cover letter — tell us about your background, your experience, and why this role is the right fit for you
- Your Instagram or Facebook handle, if you have one

We read every application personally. No recruitment agencies.



A note from Björn

I built Crazy Puffin Adventures from scratch — a one-person operation that has grown into a real company running tours to some of the world's most extraordinary places. I'm now at a stage where I need someone I can genuinely trust to help run it — and help me grow it.

I'm not looking for someone who just ticks boxes. I'm looking for someone who cares about what we do, who can work independently, and who is excited not just about where we are today but about where we can take this together. There is real room to grow here — both the company and your own role within it.

If that's you — I'd love to hear from you.

Björn — Founder, Crazy Puffin Adventures

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