

# ADVENTURES *in good company*

## Adventure Specialist

Northern CO; hybrid remote (remote considered)

### Who You Are:

You are passionate about adventure travel and are looking for an opportunity to develop your experience in the industry. You are customer-focused, detail oriented, and a strong team player. You are versatile and ready to contribute across various tasks and responsibilities, you demonstrate a proactive attitude, strong organizational skills, and a passion for supporting the diverse needs of a dynamic and growing company. Your drive and eagerness to learn make you an ideal candidate for this position.

### What You'll Do:

As a member of the Sales and Guest Services team, Adventure Specialists play a pivotal role in the customer journey, helping to match travelers with the perfect adventure. They will seek to understand client needs, communicate the AGC brand values, and support travelers to have the highest level of service and a lifetime of adventure.

- Develop a deep understanding of AGC's policies, procedures, FAQs, Unique Selling Propositions and trip offerings to provide the highest level of frontline service.
- Collaborate in developing and maintaining sales and marketing materials and strategies for AGC's trip offerings and regular communication with the program team to fill trips.
- Establish and build exceptional client relationships and a high-standard of customer service by answering and responding to online inquiries, calls, and emails throughout the day.
- Navigate the reservation system to help clients book trips, make payments, and access client accounts.
- Following up on leads to help determine the best trip fit for our travelers and converting leads to bookings.
- Achieve and maintain fast turnaround times and accurate bookings and confirmations for registrations, transfers, additional services, and cancellations.
- Contribute to and utilize a sales playbook and 1:1 drip marketing campaigns that include personalized outbound marketing, such as emails and phone calls to proactively follow up on sales leads.
- Update phone scripts, email campaigns, and other sales tools to address frequent client questions and share client intel with product and marketing teams to continuously improve AGC offerings and messaging.
- Assist in preparing quotes for private and custom trips to ensure they meet the needs of our guests in conjunction with the program team.
- Inspiring trust and authority through unsurpassed communication skills, and modeling to other team members how exceptional guest service is delivered.
- Actively monitor client retention and engagement, including for any unique sales channels.
- Collaborate on identifying and implementing opportunities and strategies to increase affiliate revenue.
- Assist with social monitoring and environmental scanning within a private Facebook Group to identify potential leads and customer interests.
- Daily use of CRM and booking software, and website management tools to fulfill tasks and responsibilities.

### What You'll Offer:

- A minimum of 2 years of work experience in a customer service or sales role highly preferred, ideally in the travel and/or outdoor industry
- Bachelor's degree or equivalent experience
- Extremely organized and detail-oriented
- Excellent written and verbal communication skills
- Ability to work under pressure and motivated to achieve sales targets
- Self-starter, able to work independently, and self-manage time
- Team player with a sincere commitment to working collaboratively and excellent interpersonal skills
- Committed to exceptional standards of internal and external customer service

- A proven track record of learning and managing multiple software systems and intermediate computer skills
- Working knowledge of marketing automation and CRM systems; HubSpot Academy Certifications preferred
- Experience with G-Suite, CRM software, Asana preferred
- Ability to stay current on latest industry standards and best practices
- Travel and outdoor skills, knowledge, experience, and interest preferred
- Pinch hitter - small businesses thrive with individuals who are willing to help out as needed

**Compensation, Schedule & Benefits:**

This is a non-exempt/hourly position, is eligible for overtime, and can be full or part-time. The compensation is \$24-28/hour, DOE. The schedule varies by the supervisor, but is generally M-F, 8am-5pm MST, with minimal travel and some evening and weekend work required. Benefits include paid time off, sick leave, 14 paid holidays, medical, dental, and vision coverage, life insurance, a cell phone and internet stipend, and retirement plan; prorated benefits available for part-time employees.

**Work Environment & Physical Demands:**

This position is primarily in a clerical office setting. This role routinely uses standard office equipment, including, but not limited to, computers and telephones. The employee may occasionally be asked to travel for team meetings and/or training, as well as for familiarization on trips.

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this description.