

# ADVENTURES

*in good company*

## Adventure Specialist - Sales & Customer Service

**Job Title:** Adventure Specialist

**Job Site:** Northern Colorado (hybrid; in-office availability required for onboarding, events, and occasional office support)

**Reports to:** Director of Sales & Marketing

**Salary:** \$22-26/hour, DOE; potential for sales incentives/bonuses

**Employment Term:** Part-time, non-exempt (20-25 hours/week)

### About AGC:

For over 25 years, Adventures in Good Company has been leading the way in small-group, active travel experiences designed exclusively for women. Our mission is to inspire, empower, and build a vibrant community through expertly guided adventures across the globe. Our destinations span the U.S. from Maine's Hundred Mile Wilderness to California's Redwood forest, and internationally from Japan's Kumano Kodo Trail to rainforests of Costa Rica. We offer high-value experiences in some of the world's most breathtaking places, and we are committed to professionalism, integrity, and delivering exceptional travel experiences.

### Position Overview:

We are seeking a dynamic professional who excels at both **exceptional guest service** and **proactive sales outreach**. This role serves as the frontline connection for travelers—managing inquiries, bookings, and trip logistics—while also driving growth through outbound sales, lead re-engagement, and support for private and custom trips. The ideal candidate thrives on building relationships, managing details with precision, and ensuring travelers feel supported from their first inquiry through departure.

### Key objectives and responsibilities include:

- Deliver exceptional guest service, serving as a frontline point of contact for travelers via phone, email, and chat.
- Manage registrations, payments, cancellations, transfers, and invoicing.
- Develop and maintain expert knowledge of AGC's policies, procedures, FAQs, USPs, and trip offerings to deliver accurate and professional support.
- Conduct outbound sales outreach (calls, emails, sequences) to prospective travelers.
- Re-engage warm leads (past inquiries, cancellations, waitlists, webinar participants, abandoned inquiries).
- Use a consultative, guest-first approach to qualify traveler needs, present the best trip options, and guide them toward booking — including supporting third-party sales channels such as online travel agents (OTAs) and partner travel agents to ensure accuracy, consistency, and a seamless guest experience.
- Collaborate with AGC's preferred partner providers for travel insurance and airfare booking coordination to inform travelers of available options, answer questions, and encourage use of these services as part of the booking process.
- Support the growth of private and custom trips, preparing quotes and collaborating with Program Directors on proposals.
- Maintain accurate client records in HubSpot and booking systems, ensuring timely and correct information.
- Handle sensitive traveler concerns with professionalism and escalate complex issues as needed.
- Collaborate across the team to share guest insights and strengthen communication, FAQs, and policies.
- Support Marketing by monitoring social media and community groups (e.g., AGC's private Facebook group) for lead generation and engagement opportunities.
- Contribute to the refinement of sales tools (scripts, templates, automations) by documenting common traveler questions and needs.
- Represent AGC at client events, meetups, and in-person meetings in Northern Colorado;
- Provide office support for swag fulfillment and preparing and sending program and sales materials.

### Experience & Skills Required:

- 2+ years of customer service and/or sales experience (travel/outdoor industry a plus).

- Bachelor's degree or equivalent experience preferred.
- Strong communication skills—empathetic, clear, and persuasive.
- Proven ability to move leads through the sales cycle and close sales.
- Highly organized and detail-oriented; able to manage multiple priorities simultaneously.
- Tech-savvy; comfortable with HubSpot (or similar CRM), G Suite, and booking/payment systems.
- Confident with outbound sales and relationship building, while maintaining a service-first mindset.
- *Passion for travel and outdoor adventure, with the ability to quickly learn AGC's destinations and trip offerings.*
- Comfortable working with numbers to prepare quotes and track sales
- Friendly, flexible, and enthusiastic about contributing to AGC's mission.

#### **Compensation, Schedule & Benefits:**

This is a part-time, non-exempt position (20–25 hours/week). The compensation is \$22–26/hour, DOE, with potential for sales incentives/bonuses. Benefits include PTO and sick leave. The role will follow a **regular schedule set within normal business hours (M–F, 8am–5pm MT)**, with minimal travel and occasional evening or weekend work as needed for events or peak demand.

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.