

# ADVENTURES

*in good company*

## Program Operations Coordinator

Northern CO; hybrid remote (remote considered)

### Who You Are:

You're detail oriented, love logistics, and find excitement in seeing all the moving parts come together seamlessly. You're a strong team player and are eager to kickstart your career in the adventure travel industry. You're looking for an opportunity to contribute to the success of an established business and provide exceptional customer service. Your dedication and willingness to learn make you an ideal candidate for this position.

### What You'll Do:

As a member of the Adventure Operations team, the Program Operations Coordinators work closely with the program team to ensure that all reservations are accurate and confirmed, and to help prepare all pre and post-trip reports and materials.

- Support multiple the program team on various itineraries across destinations and program types.
- Assist with making reservations and confirming program details and logistics such as lodging, activities, meals, permits, and transportation.
- Enter trip details in our CRM software and ensure accuracy on the website, including dates, pricing, accommodations, daily itinerary descriptions, and other details.
- Assist the program team in the creation and review of pre and post-trip program materials, ensuring complete and accurate information is shared.
- Be a timely and proactive communicator; answering guest questions, explaining trip details, and responding to all pre-trip needs and funneling to program managers, as needed.
- Liaise with our in-house Adventure Specialists to provide timely communication regarding traveler questions and special requests, including shuttles and pre and post-trip services.
- Regular analysis of enrollment and space allotments on programs, ensuring optimal use of capacity in keeping contractual deadlines.
- Review, triage, and action program changes when complications occur prior to and during programs.
- Develop comprehensive knowledge of program content and destinations.
- This position may include other responsibilities and opportunities not listed above.

### What You'll Offer:

- An organized professional with a minimum of 1 year of administrative or operations experience, ideally in the travel and/or outdoor industry
- Bachelor's degree preferred or equivalent experience
- Extremely organized and detail-oriented
- Excellent written and verbal communication skills
- Experience in a fast-paced and dynamic business environment
- Proactive, motivated individual who is results oriented with the ability to effectively 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 basic computer skills
- Experience with G-Suite, CRM software, Asana and Hubspot preferred
- Ability to stay current on latest industry standards and best practices and to learn new software as needed
- Travel and outdoor skills, knowledge, experience, and interest preferred

### Compensation, Schedule & Benefits:

This is a non-exempt/hourly position, is eligible for overtime, and can be full or part-time. The compensation is

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\$20-24/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 for part-time employees.

**Work Environment & Physical Demands:**

This position is primarily in a clerical, office setting and this role routinely uses standard office equipment including, but not limited to computers and telephones, with limited travel for meetings, training or program familiarization.

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.