



Job Description: *Adventure Coordinator*

Renowned lifestyle-oriented adventure travel/mountain guiding company is hiring for a permanent Adventure Coordinator to work for 10 months of the year. Learn more about SYMG at www.symg.com.

SYMG is a leader in the adventure travel industry, having been named “Best Outfitter on Earth” and “Best Adventure Travel Company” by National Geographic Adventure Magazine. Here in the Yosemite area we enjoy active lifestyles and a welcoming community of like-minded folks. The Adventure Coordinator (AC) works from our field-office: a sunny, open-office located on a 2 acre woodland property in Oakhurst, CA, just outside of the south entrance of Yosemite National Park. We have quick access to world-class hiking and climbing areas, suitable for pre- and post-work outings. The AC works alongside and reports to the General Manager (GM) and Operations Director (OD) from this office on a daily basis. Other staff includes the Company President, Logistics Coordinator, two logistical support guides, as well as a summer guiding staff of 15-18 guides. Each of the 5 office staff (AC included) does a variety of jobs and work closely together to keep things running efficiently and effectively as a team. Our nimble company allows us to be flexible in our programming and there is ample opportunity to take on new and interesting projects, keeping the workload fresh and interesting. We’re also flexible with days off (in the low-season), which provides opportunities for personal endeavors.

General duties:

In this position you will be working closely with and report to the GM & OD on a year-round basis in a shared office. The largest component of the job in the low-season is with sales & customer service. You will rely heavily on your own experiences hiking, backpacking, and rock climbing in order to effectively answer client questions and make them feel comfortable with our expertise as a travel provider. During the high-season of trips of May 1- Oct 1 you will also manage gear and food supplies, assist with the management of interns, assist with the facilitation of on-site logistics, share on-call responsibilities with the GM and OD, in addition to the sales and customer service duties.

Specific duties include:

- Sales: Phone and email sales make up the biggest component of this job. You will be responsible for sales related to the advertised SYMG trips as well as for custom/private trips. Both the GM and OD also spend much of their time with sales.
- Customer Service: The AC is the main point-person for establishing and maintaining contact with clients via email once they have booked their trip. Specific duties include making sure guests get their pre-trip materials and keeping up with guests’ needs and questions before the trip as inquiries come in.
- Maintenance of Pre-Trip Documents: The AC is responsible for keeping Pre-Trip client materials current and ready to distribute to clients. In conjunction with this, you will also keep the website-based trip materials current.
- Gear Garage Management: The AC manages the gear garage (with oversight from Operations Director), including food and gear ordering, organization, repairs, and oversight of guides during prep/de-prep of trips.
- Guide Assistance: The AC will work closely with the OD to communicate the trip needs to guides and make sure they are supported with information related to the guests. They will participate in post trip

debrief discussions and incorporate feedback into future operations. They will create a consistent flow of communication between the office staff and the community of guides.

- Risk-Management: Assist with on-call risk management during the trip season in the event of an emergency or for logistical assistance for trips in the field. Share “on-call” responsibilities between the GM and OD.
- Trip Logistics: Assist with the organization of trip logistics and interns during the trip season as needed. Examples include working with the LC and interns to organize resupply drops, trailhead lunches, and client’s personal gear.

Hours:

This is a ten month position (*February - November*). Our high season for sales is March 1-July 31 and for trips it is May 15-Oct 01. Low season for this position is February and November which will be dedicated to preparing for the upcoming season as well as wrapping up the previous season. Workdays are approximately 8 hours but can vary during the high season and compensated during the off-season. Work will be required during some weekends and hours may extend beyond 5pm (e.g. *10am-6pm*). Overtime hours worked during the high season can be taken as paid time off at the end of season.

Requirements:

- Experience with trip sales & customer service with a willingness to explore and learn about SYMG trips –OR- Intimate knowledge of Yosemite, the Sierra Nevada, and SYMG’s trip offerings with a willingness to learn about sales and customer service.
- Impeccable written and verbal communication skills
- Proficient with Google Suite
- Ability to work in a small community environment
- Willingness to work weekend days and have a flexible schedule in the high season
- Comfortable working in a changeable, sometimes fast-paced environment. The ability to work efficiently and prioritize is very important.
- Must be proactive and quick to take initiative
- Interest & experience in adventure travel, hiking, backpacking, rock climbing, and mountaineering
- Need to own a Smartphone.
- Current Wilderness First Responder certification (can be obtained after hiring).
- CA Food Handler’s Certificate (can be obtained after hiring).
- 21+ years of age.

Ideal Candidates Will Also Have:

- Over one year of experience with trip sales & customer service AND intimate knowledge of Yosemite and the Sierra Nevada.
- Experience on SYMG’s specific routes/itineraries.
- Basic experience with Adobe products (InDesign, Photoshop, etc), Social Media Outlets (FB, IG, etc.).
- Leave No Trace Awareness Course Completion (can be obtained after hiring).
- Clean driving record.

Compensation:

- Salary of \$2700 - \$3000 monthly depending on experience for 10 months (\$27,000-30,000 per year)
- Healthcare Package (high deductible health plan premium to be subsidized or fully paid by SYMG on Covered California exchange depending on plan you choose. Eligibility after 30-days of employment).

- Stipend for partial phone expense coverage.
- Pro-purchase discounts for outdoor gear and products.
- SYMG gear and gear from our partners Deuter, Leki, and AMK.
- Friends and family discounts for SYMG trips.
- Participation on SYMG's trips, both for fun and to expand your knowledge of the company.
- Vacation time of 1 week and the ability to accrue overtime hours to create extra days off to be used in the low-season at the end of the calendar year.
- Short-term company housing may be available.

To Apply:

Submit cover letter and resume to Matteo Fiori, General Manager, SYMG info@symg.com

We will begin reviewing applications immediately and the position will be posted until the best candidate is found.