



Job Description: Adventure Coordinator

Renowned lifestyle-oriented adventure travel/mountain guiding company is hiring for a permanent Adventure Coordinator to work year-round. 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 directly to the General Manager and President from this office on a daily basis. Other staff includes the Company Owner, Logistics Coordinator, two summer interns, and a summer guiding staff of 15-18 guides. Each of the 5 office staff (AC included) does a variety of jobs and we 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), creating opportunities for personal endeavors.

General duties:

In this position you would be working closely with and reporting to the GM 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, manage interns, assist with the facilitation of on-site logistics, and assist with managing guides during trip preparation and return clean-up, 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 President and GM 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 sending them pre-trip materials, contacting them at 30 days prior to trip date regarding lodging reservations and final preparation, and keeping up with guests’ needs and questions before the trip as inquiries come in. Sending post-trip evaluations to our clients also falls in the customer service court.
- **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 is in charge of the gear garage, including food and gear ordering, organization, repairs, and oversight of guides during prep/de-prep of trips.

- **Guide Management:** The AC will work closely with the GM 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. There is also potential to participate in the annual Guide Training and continue building the resources available to guides throughout the year.
- **Trip Logistics:** Assist with the organization of trip logistics and interns during the trip season. Examples include organizing resupply drops, trailhead lunches, and client's personal gear.
- **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.

Hours:

This is a year-round position. 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 Oct 15-Feb 15. Workdays are approximately 8 hours but can be variable during the trips high season and compensated during the off-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 MS Excel, Word, email, internet
- 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 Aid certification or higher (can be obtained after hiring)
- CA Food Handler's Certificate (can be obtained after hiring)
- Leave No Trace Awareness Course Completion (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, HTML editing, Photoshop, Facebook, & Blogs
- Clean driving record

Compensation:

- \$28,000 to \$31,000 annually depending on experience.
- 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).

- 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 2 weeks base plus above mentioned days 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.
- Temporary company housing may also be an option (until April 1, 2019) if you are moving to the Oakhurst area and prefer additional time to get settled.

To Apply:

Submit cover letter and resume to Graham Ottley, General Manager, SYMG graham@symg.com

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