



Job Description: *Logistics Coordinator*

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

SYMG is a leader in the industry, having been named “Best Outfitter on Earth” and “Best Adventure Travel Company”. The Logistics Coordinator (LC) works from a sunny, open office located on a 2+-acre woodland property in Oakhurst, CA, just outside of Yosemite National Park. The LC works alongside the President and General Manager from this office on a daily basis. Other staff includes the Company Owner, Adventure Coordinator, two summer interns, and a summer guiding staff of 15-18 guides. Each of the 5 office staff does a variety of jobs and we work closely to keep things running efficiently and effectively. Being a smallish 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.

General duties:

In this position you would be working closely with and reporting to the President on a year-round basis in a shared office. The largest component of the job is the effective management and scheduling of the trip logistics. In addition to this aspect you will assist with accounting & HR tasks, marketing projects, and various projects in the summer high-season (May 15-Sept 30).

Specific duties include:

- Logistics Coordination: You are primarily responsible for the reservations and maintenance of the logistics of all trips including hotels, campgrounds, shuttles, permits, etc. These logistical needs are ever changing, requiring diligent record keeping and attention to detail. You will serve as the primary contact for many of the vendors we work with and will be responsible for maintaining excellent relationships with all of them. You'll be managing current and advanced years' logistics simultaneously and must possess good multi-tasking abilities.
- Maintaining Internal Database Documents: You will maintain internal documents and organization of trips and client files. You will work with the existing team to plan and prepare for the coming season of trips but also set the groundwork for the next 1-2 years to come. Assist with keeping Pre-Trip materials accurate and ready to distribute to clients. You will work to orchestrate the necessary logistics that are required for each trip that happens throughout the year.
- Billing and Invoicing: You will be responsible for Client billing, Invoices, Accts Receivable/Payable, Reconciliations of vendor accounts. You will communicate with guests at 60 and 30 days prior to trip date regarding payments.
- Assisting with Marketing Projects: You will have the opportunity to support the general marketing efforts that are made by SYMG. This includes putting together sales packages, creating media content such as daily social media, blog, Facebook, newsletters posts, etc. You will also follow up with guest experience surveys following the trip and assist in integrating feedback into future operations.

- Admin Support: You will work with the President to support SYMG Guide HR needs such as hiring paperwork, payroll, etc. You will process trip expense worksheets and monitor for expenses vs budgeted trip allocations.
- Gear & Equipment: You will assist with the general operations of the company by creating schedules for the purchasing, maintenance and retirement of equipment. You will also be responsible for overseeing the management of SYMG company vehicles.

Hours:

This is a year-round position. Workdays are approximately 8 hours Mon-Fri but can be variable during the guiding season (Mid-May through late Sept). There is room for flexibility in the schedule if all the work is done and prepared properly. The work schedule is based on a 12-month year with 2 weeks paid vacation time plus Holidays (Christmas, Thanksgiving, New Year's Day).

Requirements:

- Experience with multiple aspects of the adventure travel industry
- 2+ years of specific logistics experience
- Extremely well organized and detail oriented
- Able to communicate clearly, concisely and effectively through email and on phones to vendors, clients, and SYMG directors
- Proficient with MS Excel, Word, Gmail, Google Drive, Facebook, Blogs
- Ability to oversee other staff and work in a small community environment
- Interest in adventure travel, hiking, backpacking, rock climbing, and mountaineering
- Ability and interest to live in the Oakhurst, CA area as a year round resident
- Must be able to learn quickly and take initiative
- Cell phone w/ text as a minimum

Ideal Candidates Will Also Have:

- Intimate knowledge of Yosemite and the Sierra Nevada
- Experience with SYMG's specific itineraries
- Basic experience with Adobe Photoshop, Google Drive
- A smart phone

Compensation:

- Ranges on experience from \$26,400-31,200 annually
- Healthcare Package (high deductible health plan premium to be paid by SYMG)
- Pro-purchase discounts for outdoor gear and products, including our sponsors Deuter and Leki
- Friends and family discounts for SYMG trips
- Participation on SYMG's trips, both for fun and to expand your knowledge of the company

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.