

Day tours customer service and operations coordinator

Work schedule: full time, year round and includes weekends

Start date: As soon as possible

Core competencies

- Clear and coherent verbal and writing ability (sample required during interview)
- Timeliness in executing job responsibilities
- Flexibility in scheduling: must be able to work weekends and holidays
- Reliable transportation and unencumbered personal life
- Physical fitness/health and active lifestyle or interest in outdoor recreation
- Current first aid/CPR certification
- Driver's license and acceptable driving record (MVD verification)

Primary duties

- Respond in a timely and appropriate manner to email and phone guest inquiries
- Greet and process reserved bike rental and tour guests
- Welcome, inform, and process walk-in rental and tour guests
- Coordinate changes, additions, or problems with rental bike guests with bike shop staff
- Maintain meticulous detail for billing and accounting for all rental and retail payments or credits
- Maintain a thorough understanding of rental and day tour products and services
- Assign tour guides and vehicles for upcoming tours
- Create paperwork for tours
- Collect completed tour paperwork and process for filing

Secondary duties

- Respond to routine corporate/DMC questions and details
- Maintain scheduling calendar (DT board)
- Produce marketing/sales collateral as directed
- Attend sales and marketing functions
- Assist with routine shop prep (pedals/air/lube/cleaning)
- Assist with bike deliveries
- Perform as DT guide when assigned or on short notice

Career development opportunities and benefits

Employment benefits such as health insurance, medical training reimbursement, retirement pension program, education fund and professional equipment-purchase access available upon annual review or as merited.

HOW TO APPLY

Please email hr@aoa-adventures.com your cover letter and resume. Please kindly state in your cover letter a few reasons why you are interested in working for AOA and specifically why you want this job so we can get to know you a little better.