

Program Coordinator | Multi-day Tours Partners Division



SUMMARY OF POSITION

We are looking for a motivated, organized team member to help coordinate the operational aspects of the Utah and California itineraries offered through our Partners Division, which executes trips for companies such as REI Adventures and MT Sobek. Program Coordinators are directly responsible for the administrative details, guide and partner communication, and turnover paperwork associated with successfully taking trips from the office to the field. They work within a 2-person Program Coordinator team that specializes in a specific geographic region, and are supervised by a Program Manager.

QUALIFICATIONS

Required:

- Relevant experience: administrative, meeting or event planning, guiding, or adventure travel industry preferred
- Administrative skills:
 - Adept at using Microsoft Suite (primarily Word and Excel) and G Suite (primarily Google Drive, Docs, Sheets, Calendar, and Gmail)
 - Fanatical attention to detail and passion for organization
 - Ability to communicate professionally with clients and vendors via phone, email, and in person
- Capacity to switch fluidly between working in a team and working independently
- Ability to problem solve, adapt quickly, think critically, and manage time well
- Flexible and adaptable personality and mind set to match our dynamic, fast-growing company
- Love for the outdoors with camping, hiking, travel, and/or cycling experience
- Positive attitude: we value genuine people who are open to our close-knit, relaxed, outgoing atmosphere
- Valid driver's license

Preferred:

- Basic accounting experience and/or familiarity with QuickBooks
- Passion for creative writing, document formatting or information tracking tools
- Desire to go into the field on guided tours to familiarize oneself with our product

RESPONSIBILITIES

Trip Planning and Execution

- Internal and external communication revolving around a trip's operation
 - Communicate trip details and important information to guides, Operations staff, and Guide Management to insure each trip operates as smoothly and successfully
 - Maintain ongoing communication with partners regarding guest counts, dietary requirements, rooming arrangements, and all other requests that go into assuring a flawless guest experience
- Maintain, organize, and oversee all internal resources used by your team to track trips
 - Tour client and departure database management (The FlyBook)
 - Create and oversee Google Calendar reminders for hundreds of deadlines throughout the year
 - Write and update internal office-to-guide documents such as:
 - Play-by-plays
 - Trip binders
 - Guide Information Sheets
 - Online resource documents
- Vendor management
 - Initiate, negotiate, and manage contracts with concessions and hoteliers
 - Make, revise, and manage campground, hotel, restaurant, and backcountry permit reservations
 - Invoice partners and/or vendors as needed, authorize payments, and track expenses

Supporting Trip Development

- In-depth research on bike and hike routes, hotels, campsites, market trends, and more
- Occasion to use creative writing skills when web copy has been requested by a partner

Other

- Partner and vendor relations to occasionally include on-site meetings or summits at partner offices
- As needed scout trips for new itineraries or familiarization trips on existing itineraries
- Create and/or revise systems and procedures by analyzing operating practices as part of a team

COMPENSATION

Start Date: As soon as possible

Commitment: Full Time

Early morning and weekend hours on occasion; travel possible

Pay Range: \$13-\$16 per hour

BENEFITS*

- Casual, family-friendly, dog-friendly community-oriented company with a fun and energetic culture
- Continuing education and/or safety training assistance to be used to further your knowledge related to your role at AOA
- Wilderness First Responder re-certification assistance for those with field days
- Pro purchase opportunities for hundreds of brands
- Use of AOA bikes and equipment
- Seniority benefits including gear reimbursement, cell phone reimbursement, complimentary bikes, and more
- Flexible paid time off policy and paid sick time
- Medical, dental, vision, and short-term disability insurance
- Simple IRA pre-tax retirement plan with employer match

*Benefits depend on your position, department, field days, and seniority. Please ask us for details about any of these as they relate to you.

HOW TO APPLY

Please email your cover letter and resume to hr@aoa-adventures.com. We'd like to get to know you better: in your cover letter, please tell us a few reasons why you'd like to join AOA, and specifically why you think this position would be a good fit for you.

AOA is now a subsidiary of Recreational Equipment Inc. (REI).