The Adventure Hub | Guest Services and Sales Assistant

Seattle, WA

**POSITION**  
Evergreen Escapes is seeking a seasonal, full-time team member with strong customer service skills and attention to detail to support our sales and customer service programs. Creative problem solving, patience, and compassionate customer service skills are essential to this position.

The Guest Services and Sales Assistant will work directly with Sales Manager to process inbound sales leads and fulfill customer bookings and inquiries. This is a detail-oriented roll that works closely with the operations team to ensure logistical and customer success. The ideal candidate is an effective communicator, efficient multi-tasker, enjoys problem-solving, working with guests, and is undaunted by steady streams of phone calls and emails. This is an ideal opportunity for someone who thrives in a fast-paced environment where no two days look the same.

**ORGANIZATION**

The Adventure Hub is a family of active and experiential travel companies. This position directly supports the award-winning ecotourism company, Evergreen Escapes, Seattle Mountain Bike Tours, and San Juan Kayak Expeditions. These companies specialize in guided tours and meaningful experiences throughout the Pacific Northwest. We are a small, scrappy team of professionals who work hard to be the best at what we do. Other companies in The Adventure Hub include Cycle Portland, a bike tour and bike rental company based in Portland Oregon, Sacred Rides, an outbound mountain bike tour company, and Bicycle Adventures a regional and international bicycle tour company. There are frequent opportunities for cross-company collaboration and development.

We are passionate about what we do, the places we go, and we are excited to share our knowledge and enthusiasm for outdoor recreation with our guests. The Adventure Hub is located in SODO and this position would primarily be based in our warehouse style office with some seasonal remote work opportunities.

**Daily Sales and Operations Tasks**

* Sales & Fulfillment
  + Support Sales Manager in handling inbound sales focused on, but not limited to, set departure and private, custom tours. May involve trip customizations and opportunities to grow corporate and group sales
  + Respond to booking inquiries and tour fulfillment that arrives in company “bookings” inbox, coordinating with clients and partners
  + Correspond with tour guests regarding pick up location, dietary needs, and other information needed to ensure a 5-star tour
  + Communicate sales information to operation team and company leadership as needed
  + Maintain and grow relationships with local travel professionals including hotel concierge
* Customer Service
  + Primary person on phones for all inbound sales and other calls during your working hours
  + Timely responses to all guest inquiries whether email, voicemail, etc.
  + Front-line customer service for complaints & refund requests; serve as an advocate for guest refunds with our affiliates/resellers
* Operational Support
  + In-depth understanding of operations with occasional in-person support required – i.e. making sure all trips get out the door without a hitch

The Adventure Hub encourages an ‘all hands on deck’ environment, and you may be required to perform other duties as assigned. As such, all team members must have a solid working knowledge of our operational requirements/duties. All employees are trained in operations tasks as well as your primary functions. Being part of a small team also means that as core responsibilities are met, professional development opportunities related to employee interests can be explored!

**QUALIFICATIONS**

The ideal candidate will: have a willingness to do whatever it takes to get the job done; be flexible, detail oriented, and a stickler for accuracy and organization; be able to work through gray area situations confidently and handle chaos with a fair, decisive, and positive attitude; work independently with minimal oversight; possess strong written and oral communication skills and maintain a self-assured and energetic telephone presence. They will be able to navigate and balance the needs of our guests, guides, and company.

REQUIRED:

* Innate understanding and ability to provide 5-star guest service to individuals from various backgrounds, beliefs, and cultures, primarily over the phone, via email, and occasionally in person
* Dependable, independent, creative, self-starting individual
* Strong work ethic and ability to direct your own time
* Advanced computer skills: proficiency with Microsoft Office preferred
* Ability to navigate and learn CRM systems; experience with Salesforce and FareHarbor a plus
* Team-oriented and invested in collaboration across internal and external teams
* Resident of greater Seattle area (or willingness to relocate immediately)

PREFERRED:

* Experience in tourism/restaurant/hospitality/customer service industry
* Experience with copyediting and/or website management
* Extensive knowledge of Washington and Pacific Northwest region and attractions
* Experience in relationship building and partner development
* Fastidious? Bit of a perfectionist? It can be a very useful quality in this role!

**POSITION DETAILS & COMPENSATION**  
This position is full time Tuesday-Saturday from June through October with possibility to extend part time into the winter season. Hours are flexible but should coordinate well with your teammates as we have an ‘all hands-on deck’ working environment.

This position works closely with the Sales Manager and reports directly to the General Manager.

Starting wage is $19.50 per hour DOE.  
  
**CONTACT**  
Although we are excited to meet all the people qualified for this position and appreciate the enthusiasm for this opportunity, please apply only if sincerely interested.

Qualified candidates should send a resume and cover letter to dan[at]theadventurehub.travel. No calls, please. Position is open until filled.