

The Adventure Hub | Basecamp Coordinator

Seattle, WA

Our ability to deliver life-changing adventure and ecotourism experiences starts with the work done behind the scenes by our Basecamp Coordinators. The thousands of 5-star reviews that our guides receive would not be possible without the dedication, hard work, and attention to detail performed by our Basecamp teams.

POSITION – WHAT WE’RE LOOKING FOR

The Adventure Hub is seeking an enthusiastic, reliable, and hard-working individual, with proven organizational and administrative skills and incredible attention to detail. You must be able to work quickly, often under pressure, and with a significant level of grit. The Basecamp Coordinator reports to the Basecamp Manager to support the day-to-day operations of Seattle-based tours. This important role works both independently at times as well as part of a team. We offer hiking, kayaking, bicycling (road and mountain), and culinary tours throughout Washington and Oregon. This is a hands-on, detail-oriented role that ensures guides have all they need to run a successful tour in the field. The ideal candidate is extremely reliable, a strong communicator, and self-directed with role responsibilities.

ORGANIZATION – WHO WE ARE

The Adventure Hub is a family of active and experiential travel companies. This position supports the Seattle-based operations for several of our award-winning travel companies including:

- Evergreen Escapes – an eco-tourism focused regional tour company
- Seattle Mountain Bike Tours – a locally based mountain bike tour & rental company
- Sacred Rides – an outbound mountain bike tour company
- Bicycle Adventures – a regional and international bicycle tour company

These companies specialize in guided tours and meaningful experiences throughout the Pacific Northwest. We are a small team of professionals who work hard to provide life-changing experiences to visitors to this region. 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. This position is based at The Adventure Hub HQ in the SODO neighborhood of Seattle.

PRIMARY DUTIES – WHAT YOU’LL DO

- *Tour preparation and clean up*
Basecamp Coordinators help to ensure smooth trip logistics before and after each tour. This includes packing and preparing tour supplies, cleaning up and re-organizing after tours return to the office, picking up catering and other supplies, ordering and packing catered foods, and general warehouse upkeep.

- *Tour vehicle and equipment upkeep and maintenance*
All of our tours transport guests using 12-15 passenger vans, and many tours use specialty equipment (e.g. snowshoes and bicycles). Basecamp Coordinators help carryout daily cleaning and frequent upkeep on vehicles and equipment.

SECONDARY DUTIES

- *Customer Service*
Basecamp Coordinators play an important role in the customer journey, and often are the first points of contact for our diverse client base. Many guests call to ask questions about tours or provide details for their booking. At certain times, Coordinators will be expected to answer the phone or communicate with guests via email and must be familiar with all travel destinations and products offered (education provided).
- *Scheduling and organizing tour partners and passengers*
Getting tours out the door requires many moving parts. Each guest needs their pickup location confirmed and our tour partners informed with updated guest counts.

QUALIFICATIONS

The ideal candidate will be flexible, detail oriented, and a stickler for accuracy and organization. They will need to be able to work through gray area situations, with minimal supervision, and confidently handle chaos with a positive attitude. To provide effective and professional communication with guests and partners, Coordinators must possess strong written and oral communication skills and maintain a self-assured and energetic telephone presence.

- *Required*
 - Resident of greater Seattle area (or willingness to relocate)
 - Must be 21 years of age or older
 - Ability to provide 5-star guest service to people from various backgrounds, beliefs, and cultures
 - Available to start either April 15 or May 19 and work through August 31 or October 15
 - Strong work ethic and ability to direct your own time
 - Solid computer skills and proficiency with Microsoft Office
 - Within first two weeks of hire, must complete In-House Driver Training, Food Handler's permit, and First Aid/CPR (course fees provided)
 - Ability to lift 40lbs
 - Clean driving record and ability to pass a Washington State Patrol background check
 - Comfortable driving large passenger vehicles when necessary
- *Preferred:*
 - Experience in tourism/restaurant/hospitality/customer service industry
 - Extensive knowledge of Washington and Pacific Northwest region and attractions
 - Comfortable with bicycle maintenance and repair
 - Responsible, independent, creative, self-starting individual
 - Confidence taking sales calls during assigned phone shift

POSITION DETAILS & COMPENSATION

We are hiring two seasonal positions, one starting April 15 and one starting May 19. One position will finish August 31 and the other will finish October 15, with the possibility to extend if the tour volume is higher than expected. Each position will work between three to five days a week, 6:00am - 2:30pm, for a total of 15-40 hours per week. Early morning shifts are required as well as at least one weekend day per week (Saturday or Sunday) and most holidays (Memorial Day, Independence Day, Labor Day, etc.). Holidays are paid at 1.5x the hourly rate. This position is hourly starting at \$20.76 per hour. The Basecamp Coordinator reports directly to the Basecamp Manager.

The Adventure Hub values diverse perspectives and life experiences, and encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, men, LGBTQ+, people with disabilities, veterans, and those who have experienced homelessness.

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 bookings@evergreenescapes.com. No calls, please. Position is open until filled.