

The Adventure Hub | Director of Basecamps

Seattle, WA

The ability to deliver life-changing adventure travel and ecotourism experiences starts with the work done behind the scenes by our employees at each Basecamp. The thousands of 5-star reviews that our guides receive require robust systems with a focus on safety and sustainability – all overseen by this position.

POSITION – WHAT WE’RE LOOKING FOR

The Adventure Hub is seeking a full-time team member with strong organizational skills and attention to detail to lead our Washington and Oregon adventure tourism basecamps. Extensive knowledge and passion for outdoor recreation, adventure and eco-travel, and sustainability are essential to this position.

The Director of Basecamps leads a team of Basecamp Managers and Coordinators who are responsible for organizing and carrying out hiking, kayaking, bicycling (road and mountain), and culinary tours throughout Washington and Oregon. This detail-oriented role oversees the fulfillment of all operations to ensure logistical and customer success. Areas of responsibility include guide training and hiring, public land permits and regulations, insurance requirements, sustainability, and equipment and vehicle maintenance.

The ideal candidate is an efficient multi-tasker who enjoys problem-solving and gains inspiration from the power of travel and outdoor experiences. This is an ideal opportunity for someone who thrives in a fast-paced environment where no two days look the same.

ORGANIZATION – WHO WE ARE

The Adventure Hub is a family of active and experiential travel companies. This position oversees the Washington and Oregon 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
- Cycle Portland – a bike tour, rental, and repair shop
- San Juan Kayak Expeditions – an expedition style sea-kayaking 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, with occasional travel throughout the region.

PRIMARY DUTIES – WHAT YOU’LL DO

- Operations and Fulfillment
 - Lead team of Basecamp Managers and Coordinators at our three basecamps
 - Managers and Coordinators are responsible for staffing and outfitting tours and rentals
 - In-depth understanding of operations with occasional in-person support required – i.e. making sure all trips get out the door without a hitch
 - Ensure all companies are up to date on public land permit and other government regulations
 - Oversee vehicle and equipment maintenance, ensuring compliance with government requirements and industry best practices
 - Track that each business and location have adequate insurance
 - Maintain safety management system and emergency response plans
 - Communicate important operational needs to company leadership as needed
 - Support regional guide training events specific to each activity or destination alongside the Basecamp Managers
 - Manage third party relationships and contracts (wineries, hotels, partner tour companies, etc.)
 - Coordinate smooth operational transitions for guests traveling through multiple basecamps and companies

SECONDARY DUTIES – WHAT YOU’LL DO

- Customer Service and Sales
 - Support Director of Sales in fulfilling travel experiences focused on, but not limited to, set departure, multi-day, private, and custom tours
 - Be available for inbound sales and other calls during your working hours
 - Assist with responding to guest inquiries via email, phone, etc.
 - Maintain and grow relationships with local travel professionals including hotel concierge, destination marketing organizations, and associations

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: be an inspiring leader and 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 team, guests, guides, and company.

REQUIRED:

- Minimum two years of experience in the adventure tourism, sustainable travel, or outdoor recreation industry
- Experience in logistics, trip planning, and risk management for adventure-based activities
- Proven ability to lead teams, manage guides and support staff, and oversee operations
- Experience managing budgets, supply chains, and vendor contracts
- Dependable, independent, creative, self-starting individual
- Strong work ethic and ability to direct your own time
- Team-oriented and invested in collaboration across internal and external teams
- Resident of greater Seattle area (or willingness to relocate immediately)

PREFERRED:

- Experience in managing permits, regulations, and compliance (e.g., national park guidelines, safety protocols)
- Extensive knowledge of Washington and Pacific Northwest region and attractions
- Experience providing five-star customer service in the hospitality industry
- Experience in relationship building and partner development
- Ability to work with sales and marketing team to optimize trip offerings and client satisfaction
- Advanced computer skills: proficiency with Microsoft Office preferred
- Ability to navigate and learn CRM systems; experience with Salesforce and FareHarbor a plus
- Fastidious? Bit of a perfectionist? It can be a very useful quality in this role!

POSITION DETAILS & COMPENSATION

This position is full time, Monday-Friday, with occasional weekends, from February 16 through November 15, and half-time from November 16 – February 15 each year. Hours are flexible but should coordinate well with your teammates as we have an ‘all hands-on deck’ working environment. This is an in-office position based out of our Seattle headquarters in the SoDo neighborhood.

This position works closely with the Director of Sales and reports directly to the COO.

The salary range starts at \$69,000 DOE (salary is calculated as a full-time year round position).

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@theadventurehub.travel. No calls, please. Position is open until filled.