

## **Trips and Tours Coordinator**

### **Summary:**

This is a full time, permanent position with Up North Adventures. It is based in Whitehorse, Yukon. As the Trips and Tours Coordinator, your primary objective is administrative support for the team. Acting as the liaison between office, yard, and guiding staff you are the critical link helping to execute the daily deliverables of our wilderness tourism products and services.

### **Roles and Responsibilities:**

- Organizing and maintaining a structured office environment
- Assisting with planning, preparation and delivery of trips and tours
- Communicating with local, national and international customers via email, phone, fax or in person with regards to trips, tours, rentals and courses
- Development of systems to increase efficiencies within the company
- Allocating company resources/guides/drivers to tours/shuttles/transfers
- Coordinating with office and trips staff to ensure safe and proper delivery of services
- Helping clients in the store, analyzing their trip needs and providing advice
- or assistance when necessary

### **Daily duties:**

- Respond to customer inquiries via email, phone, or in person
- Assist with organization of tours, transfers and rentals
- Ensure calendar and rental log(s) are up to date with current information
- Arrange local flights, additional gear rental and accommodation for clients
- Process payment through POS system
- Update information for customers online, at sales desk or in store
- Advise and assist customers before the start of their trip
- Monitor office supplies
- Other duties as required

### **Required Skills:**

In order to be a successful part of the Up North Adventures team the following skills are required:

- Superior organizational and time management skills
- Strong computer skills with email, word processing and spread sheets
- Ability to communicate concisely and clearly with supervisors, co-workers, wholesale clients and customers.
- Ability and willingness to work positively and effectively with various personality types, ages, genders and cultures
- Ability to recognize and successfully meet deadlines
- Ability to take directions and follow instructions

- Ability to take initiative and work with minimum supervision if necessary
- Professional attitude
- Punctuality
- Proactive in finding solutions to daily problems
- Ability to focus in an extremely busy environment
- Fluent in English - oral and written

**Preferred skills/experience:**

- Current First Aid and CPR
- Basic knowledge of the outdoors, canoeing, kayaking, and winter activities
- Knowledge of Yukon's river system, history, and culture
- Fluent in second language
- Education or work experience in tourism or small business
- General office administration
- Valid class 4 Yukon Driver's License and safe driving record

**Reporting and remuneration:**

- ⤴ Reports to Trips and Tours Manager (Melina Hougen) or Owner (Mark Stenzig)
- ⤴ Hourly wage based on education and experience
- ⤴ Benefits available/included for successful applicant.