



Adventure Coordinator

Summary:

Up North Adventures is an award winning adventure travel outfitter located in Whitehorse, Yukon, Canada. We have been helping people experience the Yukon since 1991. This is a full time, seasonal position based in Whitehorse. As Adventure Coordinator your primary objective is to assist the Operations Manager with facilitating the departure and return of all guided and self-guided trips & tours. You will be interacting with visitors to the Yukon on a daily basis to help ensure the best possible experience for our guests.

Roles and Responsibilities:

- Organize and maintain a clean & structured yard environment
- Assist any customers departing on self-guided river trips to ensure they are properly prepared with the correct information and equipment
- Inspect, clean and organize rental boats and equipment prior to customer rentals and trips.
- Assist shuttle drivers in loading/unloading, cleaning, and maintaining vehicles
- Support retail staff by answering phones, greeting & talking to customers, and processing transactions
- Perform minor repairs & maintenance on canoes
- Coordinate with office staff to ensure timely and proper delivery of products and services
- General building & property maintenance

Daily duties:

- Open and close yard and retail store
- Set up seasonal display equipment
- Maintain a clean and organized yard space, including storage areas for tools and rental equipment
- Assist customers with gear selection, rentals, and purchases
- Process payment from customers with the POS system
- Clean and inspect outgoing/incoming rental equipment
- Assist customers with loading/unloading of rental boats and equipment
- Organize yard in an attractive and appropriate manner
- Attend and participate in staff meetings and product training
- Assist retail staff during busy times
- Provide shuttle services for guests arriving in Whitehorse or departing on trips
- Other duties as required



Required Skills:

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

- Exceptional customer service skills
- Ability to lift 25-30 kilograms repeatedly
- Superior organizational and time management skills
- Capable of working outdoors in all weather conditions for the duration of the summer season
- Basic computer skills with POS, email and spread sheet experience
- Ability to communicate concisely and clearly with supervisors, co-workers and customers.
- Willingness and ability to work positively and effectively within a diverse environment
- Recognize and successfully meet deadlines
- Capable of taking direction and following instructions
- Ability to take initiative and work with minimum supervision
- Maintain a professional attitude and organized work space
- Ability to both troubleshoot and problem solve
- Task oriented with the ability to focus in a fast-paced and busy environment
- Fluent in English - oral and written
- Valid Class 4 Yukon Driver's License (or willingness to obtain within first 6 weeks of hire) and clean Driver's Abstract
- Punctual

Preferred skills/experience:

- Education or work experience in outdoor recreation, outdoor education, and/or outdoor retail an asset
- Knowledge of Yukon's outdoor recreation scene
- Experience and/or knowledge of the outdoors, paddling, camping, and hiking
- Current Wilderness First Aid & CPR an asset
- Fluency in second language an asset (French, German and/or Spanish)

Reports to Operations Manager