

The Adventure Hub | Operations Specialist

Seattle, WA

POSITION

We are 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 a significant level of grit is essential to this position. You must also feel comfortable working alone in our warehouse office for some of your shift.

The Operations Specialist will report to the Operations Managers and support the day -to-day operations of Seattle-based tours out of our local office. We run tours for Evergreen Escapes and Seattle Mountain Bike Tours. This is a hands-on, detail-oriented roll 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

Evergreen Escapes is an award-winning, 18-year-old travel company that specializes in guided hiking tours and meaningful experiences throughout the Pacific Northwest. Seattle Mountain Bike Tours is Seattle's *only* mountain bike adventure company. We are a small team of professionals who work hard to be the best at what we do. We are fully collaborative and care deeply for each other and our brands. We are passionate about what we do, the places we go, and we are excited to share our knowledge with our guests. We are located in SODO and this position would primarily be based in our warehouse style office—it cannot be done remotely.

PRIMARY DUTIES

- Tour prep and clean up
 - Packing and preparing tour supplies
 - Ensuring tour kits are complete and ready to go
 - Cleaning up and re-organizing after tour kits return to the office
 - Picking up catering in the Burien and SeaTac area
 - Ordering snacks, drinks, & supplies
 - Ordering and packing catered foods
- Cleaning duties
 - Dishes
 - Laundry
 - Washing & vacuuming vehicles
 - Sanitizing high contact surfaces
 - General warehouse upkeep
- Assisting guides pre- and post-tour
 - Checking voicemails and emails for last minute updates from guests.
- Scheduling and organizing tour vehicles and passengers
 - Scheduling and confirming pick up locations and times with guests
 - Coordinating day of tour questions and logistics

SECONDARY DUTIES

- Customer Service
 - Answering phone calls & emails. Be among the first points of contact for our diverse client base
- Make and maintain reservations as needed (ferries, etc.)
- Maintain a professional appearance and conduct with clients, colleagues, and partner organizations
- Be familiar with all travel destinations and products offered (education provided)

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.

REQUIRED:

- Resident of greater Seattle area (or willingness to relocate)
- Ability to provide 5-star guest service to individuals from various backgrounds, beliefs, and cultures, primarily over the phone, occasionally in person
- Available to work end of April – October, weekends required
- Responsible, independent, creative, self-starting individual
- Strong work ethic and ability to direct your own time
- Solid computer skills and proficiency with Microsoft Office
- High school diploma or equivalent
- 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
- Must be 21 years of age or older

PREFERRED:

- Experience in tourism/restaurant/hospitality/customer service industry
- Extensive knowledge of Washington and Pacific Northwest region and attractions
- Comfortable with vehicle maintenance and repair
- Confidence taking sales calls during assigned phone shift

POSITION DETAILS & COMPENSATION

We are hiring two part-time, seasonal positions May-October. This position will be three to four days a week (some weeks might have an additional shift) and the general shift hours will fall between 6:00am-2:00pm, for a total of 15-30 hours per week. **Early morning shifts are required as well as at least 1 weekend day per week (Saturday or Sunday) and most holidays (Memorial Day, Independence Day, Labor Day, etc.) are required from May–October** as this is our busiest season of the year.

This position is hourly starting at \$19.97 per hour, pay increase is possible after an evaluation after 60 days of employment. The Operations Specialist will report directly to the Operations Managers.

We have a training April 29-May 2nd which you should expect to attend and be your start date.

CONTACT

Although we are excited to meet all the people qualified for this position and sincerely appreciate the enthusiasm for this opportunity, we cannot stress enough that this is a tough job with a lot of pressure. Please apply only if you have the strength, patience, tenacity, and drive necessary for this role. Qualified candidates should send a resume and cover letter to Jazmin@evergreenescapes.com. No calls, please. Position is open until filled.