

# 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.

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## **PRIMARY DUTIES – WHAT YOU’LL DO**

Basecamp Coordinators maintain the day-to-day operations for the Seattle Basecamp, including tours for Evergreen Escapes, Seattle Mountain Bike Tours, Sacred Rides, and Bicycle Adventures. This could include but is not limited to the following:

### Tour preparation and clean up

- Prepare and pack tour supplies according to corresponding packing lists
- Clean and reset used supplies after tours return to the warehouse
- Pickup catering and purchase additional tour needs and warehouse supplies
- Unload and organize any orders
- General warehouse upkeep, including sweeping, wiping counters, washing dishes, mopping, folding clothes and linens, and generally maintaining order and cleanliness
- Input catering and supply orders

### Tour Vehicle and Equipment Upkeep and Maintenance

- Ensure vehicles are clean before each tour
- Check that specialty equipment (snowshoes, trekking poles, bicycles, etc) are clean and in good working condition before packing for a tour
- Assist in transporting vehicles for maintenance

## **SECONDARY DUTIES**

### Customer Service

- Address guest questions via phone and email
- Share tour and product details with a comfortable familiarity of travel destinations and other products offered

### Scheduling and organizing tour partners and passengers

- Communicate pickup location and details with each guest prior to their tour
- Communicate guest counts and details with tour partners

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## 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
- Available to commit to one of the following employment windows:
  - April 14 through the end of August
  - May 11 through October 15
- Ability to provide 5-star guest service to people from various backgrounds, beliefs, and cultures
- 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

### 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

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## **POSITION DETAILS & COMPENSATION**

### Timeline & Seasonality:

We are hiring two seasonal positions, one starting April 14 and one starting May 11. 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, for a total of 15-40 hours per week. Due to the seasonal nature of the Washington travel industry, our shoulder seasons are slower while our busy months are June, July, & August. 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.).

### Compensation:

This position is hourly starting at \$21.30 per hour, with holidays paid at 1.5x the hourly rate. Each 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.

## **HOW TO APPLY**

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 [guiding@theadventurehub.travel](mailto:guiding@theadventurehub.travel). No calls, please. Position is open until filled.