



Title: Regional Trips Coordinator

Position Type: Full-Time, Year-Round

Location: Jackson Hole, WY (not remote)

ABOUT WA

At Wilderness Adventures we deliver world-class outdoor programs for students and campers around the globe, with a focus on high touch customer service for the entire family, remarkable and unique wilderness experiences, and fun.

ABOUT THE ROLE

Regional Coordinators are the backbone of trip programming, delivering meticulously planned adventures to our seasonal staff and clients, whilst engaging potential clients and bringing them into the WA family.

Wilderness Adventures is a dynamic brand that requires creative, flexible, and solutions-oriented people, willing to work together and think outside the box to achieve results. While each position contains an outline of specific duties and responsibilities, as seen below, every team member is often called upon to support or lead objectives outside of those listed. A willingness to be flexible and stretch beyond the bounds of specific listed duties is a requirement.

DUTIES - LOGISTICS

- Meticulously plan all logistics for the set of trips assigned. This includes lodging, transportation, gear, activities, backcountry routes, hygiene stops, food shopping, and more.
- Ensure that the logistics of each trip provide for a fun, educational and appropriately challenging experience for the students. Review and refine itineraries each fall.
- Create and provide seasonal staff members with educational information for each program pertaining to the area, environmental concerns, flora and fauna, etc.
- Be knowledgeable and execute all public lands policies as they pertain to each program. This includes permit administration as it pertains to both NPS, USFS, and BLM.
- Vetting, evaluating, communicating and liaising with all subcontracted partners for each detail of every program.
- Create and provide seasonal staff with all resources needed for successful program execution.
- Create, collect, manage and track all student paperwork required for each program.
- Maintain and manage gear for programs.
- Work with the Director of Operations and other members of the Leadership Team to create and improve systems that contribute to the successful execution of WA programs.

DUTIES - RISK MANAGEMENT AND STAFFING

- Participate in the On-Call Team during the summer months. Summer months require work hours outside of a typical work week, as our office is staffed 24/7. On-Call Team members are required to be available outside of the regular work day (6pm-7am) to respond to any emergencies or time sensitive issues when the office is closed.

- Participate in the on-going training of the summer staff team including staff training (two weeks at the beginning of the summer), continual coaching throughout the summer, and engagement after the summer.
- Assist with the staff hiring process by interviewing candidates and providing critical feedback after each interview.

DUTIES - FAMILY OUTREACH AND SALES

- Provide phone, email, video and in-person support for families considering a WA program
- Work with CRM and enrollment software to track and maintain lead relationships
- Provide support for virtual webinars and open house meetings

SKILLS and QUALIFICATIONS

- Superb organizational skills and attention to detail.
- Excellent communication and interpersonal skills.
- Flexibility to lead, manage, and support in a variety of ways to meet goals as necessary, even when unexpected or new.
- Open to feedback and willing to share feedback with teammates.
- Solutions-based mindset.
- Ability to multitask, maintain focus and hit deadlines
- Experience using Microsoft Office, Google suite, specifically spreadsheets and reporting tools, database management, and typing and data-entry skills.
- Bachelor's degree required, or equivalent demonstrated experience.
- Fluent written and spoken English required, fluency in French and/or Spanish a plus.
- Driver's License required.
- Regularly work within the WA normal hours of operation of 8:00 a.m. to 5:00 p.m. from September to May. In the summer months, a summer schedule is established which will be outside the scope of these set days to include weekend and extended hours (both AM and PM).

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

- Regularly required to talk and hear; frequently required to sit; and frequently required to stand and walk.
- Physical demands related to travel.
- This job occasionally requires lifting or moving up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and color vision.