

## Office Coordinator

### About Our Company:

Santa Barbara Adventure Company (SBACo) is a dynamic and fun place to work for people who love to be outside and share our region's natural beauty with others.

As the premier adventure travel outfitter on the Central Coast since 1998, we operate four companies under one roof: (1) Santa Barbara Adventure Company, (2) Channel Islands Adventure Company, (3) Santa Barbara Wine Country Tours, and (4) Coastal Team Building. We offer a vast variety of activities in and around Santa Barbara including sea cave kayaking at Channel Islands National Park, kayak tours in Santa Barbara, wine tours in Santa Ynez Valley, customized team building events for corporate groups, outdoor education programs for school children, and more!

SBACo company culture is second to none. We find strength in diversity and welcome professionals of all generations, genders, ethnicities, backgrounds, and lifestyles. We care about the environment and it's our mission to help expose others to the great outdoors and the importance of conservation.

### Job Type

Entry/mid-level, Seasonal with the opportunity to expand to year-round & grow into a management-level role

### Job Location

Santa Barbara, CA (Not a remote opportunity)

### Job Description

The Office Coordinator is an essential part of the Front Office Operations team. In addition to being the front line of customer service to our clients, the coordinator helps to organize and maintain day-to-day administrative operations of the Santa Barbara Adventure Company office. Providing an excellent client booking experience and ensuring the accuracy of tour information and documents before they go into the field are important parts of this role. This position reports to the Operations Manager. Office members who thrive at our company are self-starters, have good time management skills, excellent communication skills & appreciate a fast-paced work environment. Given the nature of the industry, successful candidates are also able to navigate regularly shifting priorities as conditions change. It is critical as an Office Coordinator that you can be punctual to work – you are the key component in getting our office moving every morning.

### Responsibilities

- Answering phones (call volume is high during the season), replying to client inquiry emails, & processing online reservations
- Explaining trip details to customers & supporting positive sale growth of trips
- Maintaining the cleanliness and organization of office as well as guide warehouse & all spaces
- Facilitate communication of daily guide packets and trip information to the clients and guides
- Make wine reservations & wine tour schedules
- Maintain office records, filing and program data
- Produce accurate ferry manifests and state park permits
- Support with updating trip details across all platforms including G-Suite, Zau, and via OTA supplier portals (i.e. TripAdvisor) as needed
- Working in our storefront at the Channel Islands National Park on occasion
- Supporting trips in the field as needed, including outdoor education programs
- Other duties as necessary

### Knowledge, Experience & Desired Skillset

- Knowledge and understanding of the Santa Barbara and Santa Ynez areas, including waterfront, State Parks & National Parks
- Proficiency with Google Suite (Gmail, Google Docs, Google Sheets), Word, Outlook, and Excel

- Exceptional customer service and interpersonal skills
- Strong passion for fostering connections between guests and immersive experiences
- Passion to promote environmental stewardship & sustainability
- Proven ability to create amazing customer experiences in prior work
- Ability to handle multiple fast-paced projects simultaneously under stress
- Exceptional analytical and problem-solving skills, and decision making skills
- Effective & efficient verbal, written and listening communication skills
- Attention to detail and high level of accuracy
- Strong organizational skills
- Flexibility & ability to adapt/edit plans with ease
- Enthusiastic about Santa Barbara Adventure Company's culture and an interest in outdoor adventures
- Possess cultural awareness and sensitivity

### **Working Conditions**

- **Physical Demands**

The Office Coordinator will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The incumbent will also have to do some lifting of supplies and materials from time to time.

- **Environmental Conditions**

The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

- **Sensory Demands**

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

- **Mental Demands**

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues. The nature of the business often allows for stressful last-minute changes and challenges.

*The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.*

### **Compensation**

\$19 - \$25/hour based on experience level

*We offer competitive pay, tour discounts for friends and family, end of season bonuses, paid career & training development opportunities for personal & industry growth, seasonal company-wide celebrations, and a fun work environment. Plus, our staff gets access to industry pro deals at many amazing outdoor outfitters!*

### **Sick Pay**

Sick days accrue at 1hr per 30hrs worked up to a maximum of 40 hours used per year.

### **Paid Holiday & Paid Time Off**

Paid holidays are provided to full-time, year-round office employees.

### **401k**

Eligible for enrollment in the company's 401k plan with 4% match starting after 1 year of employment and 1,000 hours worked. Enrollment windows are July 1st & January 1st.

***Benefit packages vary & additional benefits are available for full-time and/or management level employees, including but not limited to, a provided parking permit, health & well-being monthly stipend, commuter/eco-friendly stipends, seasonal bonuses, additional sick pay, paid time off and paid holidays.***

*Santa Barbara Adventure Company is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, or disabling condition. We can only accept applicants who can legally work in the United States.*