



GRAND EXPERIENCES

Outdoor Adventure Company

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Employer: Grand Experiences

Position: Adventure Company Coordinator

Work with customers & e-commerce system to book outdoor adventure trips (canoe, kayak. Voyageur Canoe, bicycle &/or hiking) plus canoe & kayak lessons. Booking are done through on-line booking system, plus in person, by phone, or email. Will help implement * train new staff to use on-line automated booking system. Will learn the system, become proficient, then train other staff to use system.

On-line booking systems was lacking in our industry. Will help integrate other related businesses into on-line booking system to greatly enhance bookings for local tourism related restaurants, accommodations & attractions. Work with on-line booking system will benefit the local economy.

Will coordinate bookings with guiding staff & outside suppliers (accommodations, restaurants, transportation, etc.) to ensure adventures run as planned, to provide superior customer service.

Will become knowledgeable with all trip packages, services & product and communicate product information effectively to customers by phone, email & in-person.

- produce quotes for customers doing group bookings and custom package bookings
- take booking through telephone, Internet and in-person
- Establish work priorities and ensure deadlines are meet
- produce trip schedules with e-commerce system to coordinate staff to provide trips
- coordinate trips with 3rd party suppliers accommodations, transportation, etc.
- train other staff on e-commerce system
- help operate retail location operating Point of Sale Equipment taking payment for trips & selling retail merchandise
- assist in shop organization

This position is the heartbeat of our operation. It is a 7-day a week operation so some weekend work is required. Ability to communicate & coordinate with staff & customer will help guarantee success of the organization & the individual.

Applicant must be strong in customer service plus have organizational & computer skills, preferably in Mac Operating system.. Knowledge of Microsoft Office is essential. Ability to communicate effectively & an outgoing personality are key. Sales ability a definite asset.

Jamie Kent, Grand Experiences
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