



## Operations Coordinator – Logistics

- **Company:** Adventure Treks, Inc.
- **Position type:** Full-time, salary, exempt
- **Salary and benefits:** Starting at \$46,500, with potential for higher compensation based on skills and experience, plus monthly health care reimbursements, company cell phone plan, generous PTO and holidays, bonuses, and professional development opportunities
- **Start date:** September 2025
- **Location:** At our year-round office in western North Carolina (this is not a remote position)

Do you love planning complex outdoor adventure trips, solving logistical puzzles, and creating relationships with other professionals in the outdoor industry? Adventure Treks is hiring a full-time **Operations Coordinator** focused on **Logistics** to lead the planning process for our outdoor adventure teen and family camps and adult trips.

### WHO WE ARE

Since 1993, we've guided more than 20,000 people through unforgettable outdoor adventures across North America and the world. We help teenagers build confidence, leadership, and community through the outdoors—and we're growing to include family and adult programs, too.

Our first year, we welcomed 14 students on one adventure in the Pacific Northwest. Now, we offer more than 20 trips across North America and the world. In 2024, we launched our first family camp in Washington and adult trip in Peru, and we will continue to expand this new programming in 2026 and beyond. We also operate spring and fall educational programs for schools across the United States.

### POSITION DESCRIPTION & PRIMARY RESPONSIBILITIES

This person will manage the permitting and reporting process; campsite and campground reservations; communication with third-party outfitters and guides; create summer manuals for field staff; manage trip menus; and collaborate on planning our yearly staff orientation. Our ideal candidate will bring a passion for building community through outdoor adventure, the ability to independently solve problems, and a knack for creating exciting outdoor trip itineraries for all ages. The operations manager should be a self-starter, detail-oriented, and genuinely excited to help facilitate incredible outdoor and travel experiences for our clients.

In the first three months, this person will:

- Learn the Adventure Treks philosophy and mission
- Become familiar with the federal, state, and local commercial permitting and reporting process
- Begin to build relationships with our third-party outfitters, guides, and international partners
- Become well-acquainted with trip itineraries in detail, study trip locations, and understand the activities involved on each trip
- Collaborate on reviewing summer feedback, updating current trips, and creating entirely new itineraries for 2026 trips

- Learn about the other roles in the organization and how each works together to create a seamless, efficient team
- Learn how to use our customer/staff relationship management database
- Dive into previous seasons' orientation schedules and feedback, in conjunction with the staffing manager
- Shadow the director team in interviewing new applicants and making sales calls with clients
- Become familiar with all staff manuals

By the six-month mark, this person will:

- Answer calls and be able to promote the values and benefits of the Adventure Treks experience to prospective families and staff
- Take ownership over the seasonal trip planning process
- Be well acquainted with our CRM
- Be independently updating 2026 staff manuals
- In conjunction with the staffing manager, begin updating and organizing lesson plans and schedules for staff orientation
- Be the primary contact for all third-party partners

After the first full summer season, we expect this person to:

- Fully own the seasonal planning process, begin pitching ideas for innovation and growth, and refine the planning process
- Alongside the director team, make recruitment calls for staff
- Be a primary contact for staff during our busy summer season

Lastly, this position will generally support the year-round and summer operations of Adventure Treks, including (but not limited to):

- Upholding and modeling all Adventure Treks policies, standards, and procedures
- Participating in our annual staff training from late May to mid-June in Washington state
- Specific summer duties:
  - Supporting student travel on opening and closing days
  - Helping run staff orientation, including teaching field staff their specific itineraries
  - Supporting field staff and parent communication
- In coordination with the staffing manager:
  - Creating the annual orientation schedule and updating lesson plans
  - Coordinating and organizing the annual wilderness first responder course and recertification course offered to Adventure Treks staff prior to orientation
- Miscellaneous administration duties (e.g., writing blogs, answering parent calls) and collaborating with other full-time staff

For the right candidate, there may be the opportunity for more travel and/or field work in the summer.

## WHAT YOU'LL BRING

- Ideally 2+ years of experience in a full-time administrative position
- Degree from an accredited university strongly preferred
- Experience working in the summer camp, outdoor, and/or travel industry strongly preferred
- Tech-savvy talents and proficiency in Google Drive and Microsoft Office
- Experience in photo and video editing is a plus

- Impeccable communication, organizational, and interpersonal skills
- A growth mindset and willingness to learn and innovate with our company
- The ability to:
  - Consistently set and follow through on goals, projects, and deadlines
  - Prioritize responsibilities and seamlessly adapt to evolving projects
  - Anticipate and identify roadblocks and use creativity and critical thinking to independently solve problems
  - Provide and accept constructive feedback in weekly one-on-one meetings with the director team
  - Promote an inclusive work environment and recognize the importance of collaborating with teammates and celebrating their strengths
  - Model professionalism in person and over the phone
  - Ability to work at a computer most of the day
- Permanent work authorization in the United States and valid driver's license with clean background check and driving record

## EXPECTATIONS

- Off-season office hours are generally 9 am to 5 pm eastern Monday through Friday. November through January, the office will generally be closed Fridays
  - There will be a few calls required for staff conversations and interviews, character references, etc. after 5 pm eastern each month
- During the busy summer season (June 1 through August 15), this position will be required to work irregular hours (and may include field time for the right candidate)
- Rotate through 24/7 on-call shifts for field staff and travel day in the summer
- About 10-15 days per summer will require early mornings or late nights to support student travel days
- 3-4 weeks of travel to Washington state each summer, from the end of May to mid-June to support staff orientation and kick off summer operations
  - This includes tent camping (with access to facilities) for 3-4 weeks in late May through mid-June at our basecamp in Washington state

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## HOW TO APPLY

Please email your cover letter and resume to Amanda Fox at [info@adventuretreks.com](mailto:info@adventuretreks.com).