



## Admissions and Sales Coordinator

- **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 based on company and personal performance, and professional development opportunities
- **Start date:** September 2025

Do you love building relationships and helping families discover life-changing outdoor experiences? Adventure Treks is hiring a full-time **Admissions and Sales Coordinator** to lead the admissions process, connect with prospective families, and support our programming.

### 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 lead the admissions and administrative process for our student body and become one of our top salespeople. Our ideal candidate will exude warmth and welcoming energy while fostering relationships with our families (primarily over the phone) before, during, and after the admissions process; they will also assist the director in making sales with prospective families. This person will be families' primary contact for trip paperwork, including enrollment forms, travel information, packing lists, and more.

We are looking for a "people person" who will happily strike up a conversation with anyone—a natural relationship-builder with superb customer service and communication skills. They should be a self-starter, meticulously detail-oriented and organized, and genuinely enthusiastic

about building community and helping facilitate incredible outdoor and travel experiences for our clients.

This person will lead and support a range of admissions, marketing, and sales initiatives. In the first three months, this person will:

- Learn about the Adventure Treks philosophy and mission
- Become familiar with our comprehensive admissions and sales workflows
- Shadow the director team in sales and recruitment calls and begin getting to know current and returning families
- Learn about the other roles in the organization and how each works together to create a seamless, efficient team
- Review trip itineraries in detail, study trip locations, and understand the activities involved on each trip
- Learn how to use our customer relationship management database

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
- Take ownership over the admissions process, working closely with the director
- Be well acquainted with our CRM
- Refine and/or develop new efficient workflows and systems for evaluating applicants
- Maintain meticulous notes of interviews and conversations with families and students
- Synthesize, organize, and prepare student records for the summer season
- Begin training in our email marketing software

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

- Own the admissions process and begin pitching ideas for innovation and growth
- Alongside the director, make sales calls for our teen, family, and adult trips
- Be one of the primary contacts for families throughout the year and 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
- Managing financial transactions and sending individual and mass emails
- Miscellaneous administration duties (e.g., writing blogs) and collaborating with other full-time staff
- Specific summer duties:
  - Managing student travel on opening and closing days
  - Posting trip blog updates and photos
  - Sharing on-call rotation during the summer
  - Communicating with third-party outfitters

## WHAT YOU'LL BRING:

- 2+ years of experience in customer service, sales, and/or admissions
- 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 CampMinder and/or Active Campaign (or similar software) is a big plus
- Experience in photo and video editing or email marketing software is a plus
- Impeccable communication 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
  - 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
- Permanent work authorization in the United States

## EXPECTATIONS

- Off-season office hours are generally 9 am to 5 pm eastern Monday through Friday. November through January, the office will be closed Fridays.
  - There will be a few calls required for student 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.
- Rotate through 24/7 on-call shifts for field staff and travel days.
- 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
- Ability to work at a computer for most of the day

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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).