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## Office Coordinator

**Job Location:** Santa Barbara, CA

### Company Description

The Santa Barbara Adventure Company is the premier adventure travel outfitter on the central coast. We operate three companies under one roof; the Santa Barbara Adventure Company, the Channel Islands Adventure Company and Santa Barbara Wine Country Tours. Our operations include local kayaking trips, surf lessons, wine country tours, mountain biking, rock climbing and team building programs. We are also the sole Channel Islands National Park concessionaire for guided kayak tours on Santa Cruz Island. Our office is located in downtown Santa Barbara, one block from State Street and less than a mile from the pier. We have an office staff of 10 and a guiding staff of 60+.

### Job Description

The job consists of assisting the Office Manager and staff with organizing and maintaining aspects of SBACo administrative office. Using Outlook, Word, Excel, Google Docs and online reservation systems is essential. ***Strong customer service, organizational and communication skills are mandatory.***

### Responsibilities

The position consists of assisting the Office Manager and staff with organizing and maintaining aspects of SBACo administrative office duties including but not limited to:

- Answering phones, replying to client inquiry emails, & processing online reservations
- Explaining trip details to customers & supporting positive sale growth of trips
- Processing reservations in our online reservation software
- 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
- Support 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 through WordPress and via OTA supplier portals (i.e. TripAdvisor) as needed
- Writing blog posts via WordPress with direction from management team
- 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

### Working Conditions

#### Physical Demands

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.