



ARCTARIS SADDLEBACK
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Saddleback Outdoor Excursions Trip Logistics Coordinator Job Description

May 18, 2021

Status:

Full-Time Seasonal

Pay Rate: Pay Rates is based on years of experience and level of certification as Registered Maine Guide. The process of how to document time will be reviewed at the beginning of each season by the director.

Pay rates \$18 per hour

Work hours: Saddleback trip coordinator is expected to oversee the weekly hike, paddle, and bike trips, including pre and post excursion logistics. The primary responsibility is to ensure all guides and instructors have the support needed to provide a quality safe outdoor adventure with Saddleback Outdoor Excursions. The Coordinator will work closely with the desk attendants and trip staff to maintain clear communication structure. The trip coordinator will lead by example in best guest service practices, weather awareness, and emergency medical response protocol. Have an in depth knowledge of equipment, appropriate gear, and remote summer safety is required.

Specifics Requirements

- Must be a Recreational Registered Maine Guide.
- Must have current first aid and CPR for healthcare providers.
- Management and trip leadership experience in outdoor recreation.

Skills and Knowledge

- Operational guiding/leadership skills
- Strong social and customer service skills
- Use of radios and rescue equipment

Working Conditions

- Work is outdoors and requires exposure to extreme weather conditions.

Principle Responsibilities of Trip Logistics Coordinator:

- Coordinator will adhere to the Arctaris Saddleback Safety Manual and Employee Manual.
- Deliver outstanding customer service as an ambassador of Saddleback.
- Demonstrate enthusiasm for the outdoors and thorough understanding of trip planning.
- Attend required safety training sessions. You must be signed off on the water sport training for SUP, KAYAK, and Canoe.
- Prompt for scheduled work and timely response to staff trip needs. Expected to be available on weekends and holidays.
- Learn and know the procedures in the event that there is an injury on the trip. Complete all accident reports with witness statements.
- Communicate effectively with guests, staff members and the director.
This includes instructing members of a group where to meet before and after the trip.
- Communicate conflict situations to the director.
- Report on the job injuries to the director immediately. Accident reports must be completed within 24 hours.
- Be a team player. Compliment the accomplishments of others.
- Physical Demands: The physical demands of an guide are; lifting, standing, paddling in all conditions, working in extreme weather for long periods of time.

NOTE: This position comes with physical demands, including, but not limited to lifting heavy objects, standing for long periods of times, working in an outdoor environment, withstanding extreme weather conditions & changes in schedules.

Benefits are conditioned upon a current employment status and will be revoked should employment end for any reason.