



Front Desk and Customer Service

Mild to Wild Rafting and Jeep Tour Outfitter is seeking quality people for our Front Desk and Customer Service Roles at our Moab office. The ideal candidate is an adaptable team player with a positive attitude who is willing to work both indoors and outdoors performing a variety of tasks to keep the office running smoothly and provide a positive experience to all guests! This position works closely with our Marketing and Operations teams in Durango. The ideal candidate will display excellent communication skills and demonstrate a desire to learn further about business, marketing, and/or communications field skills.

Mild to Wild Rafting & Jeep Tours have been the Southwest's adventure and whitewater experts for over 25 years. Started by Molly & Alex Mickel, Mild to Wild has grown from a small booth in downtown Durango, to running trips all over Arizona, Utah, & Colorado. With the addition of Adventure Bound USA in 2018, Mild to Wild Rafting & Jeep Tours expanded to open an office in Moab, UT and run multi-day trips on legendary river sections such as Gates of Lodore, Yampa, Desolation Canyon, & Cataract Canyon. Mild to Wild is thrilled to carry on the nearly 70 year legacy of Adventure Bound River Expeditions. Our mission is to enrich our guests' lives with an escape in the outdoors creating a deeper connection with nature, family, and new friends.

Responsibilities and Duties:

- Develop and maintain expertise of all Mild to Wild trips to effectively assist customers with accurate information; keep current as trip details change.
- Understand and operate Mild to Wild's reservation system, customer relationship management system, and cash flow.
- Build the connection between guests and Mild to Wild by providing superior customer service.
- Facilitate check-in procedures when guests arrive for trips.
- Perform other duties as assigned by the Sales & Marketing Managers.
- Communicate and coordinate reservations, inventory, and product updates with the sales team located in Durango, Colorado.
- Be well versed in inter-office communication and task management tools (Slack, Asana, Dropbox, Google Drive, etc)

Requirements:

- Well-organized.
- Ability to adapt quickly to changing priorities in a fast-paced environment.
- Strong multi-tasking skills to work on multiple projects at the same times with the same deadlines.
- Excellent communication and writing skills.
- Demonstrate a desire to further learn about business, marketing, and/or communications field skills.
- Is a team player with strong interpersonal skills and an ability to resolve complex issues with a positive attitude.
- Willing to abide by the policies and procedures of Mild to Wild