



# Mild to Wild Rafting & Jeep Tours

## **Position: Adventure Specialist: Sales & Reservations Consultant**

Mild to Wild Rafting is an adventure company with the goal to enrich lives with an escape in the outdoors creating a deeper connection with nature, family, and new friends! We are seeking a full time, seasonal Sales Development & Customer Success Consultant to work towards this goal with us. The ideal candidate is a team player with a positive attitude who can adapt to rapidly changing information and priorities associated with sales and customer care.

Candidates must be willing to work 40 hours per week, including weekends and evenings.

### **Essential Duties and Responsibilities Include (but are not limited to):**

- Develop and maintain expertise of all Mild to Wild trips to effectively assist customers with accurate information; keep current as trip details change
- Answer telephone calls, chats, & emails regarding all of Mild to Wild's trip options
- Utilize customer service skills, basic sales techniques, and product knowledge to connect customers with the right trip and drive sales.
- Understand and operate Mild to Wild's reservation system, customer relationship management system, and cash register for regular transactions
- Build connection between guests and Mild to Wild by providing superior customer service
- Participate in team meetings and brainstorming sessions
- Perform other misc. duties as assigned by the Sales/Marketing Managers
- Communicate and coordinate reservations & product updates with sales team
- Be well versed and use or inter-office communication and task management tools (Slack, Asana, Dropbox, etc)

### **Qualifications:**

- Well-organized
- Ability to adapt quickly to changing priorities in a fast-paced environment
- Able to write in different voices/tones dependent on the project
- Able to easily multi-task and work on multiple projects with the same deadlines
- Excellent communication, writing, and editing skills
- Demonstrate a desire to learn further about business, marketing, and/or communications field skills
- Strong inter-personal skills, team player, with an ability to resolve complex issues with a positive attitude
- Ability to work with great attention to detail and knowledge of current digital trends
- Willing to abide by the policies and procedures of Mild to Wild

- Currently pursuing or has obtained a degree in business, hospitality, marketing, advertising/public relations, journalism, tourism, recreation or other related field

### **Commitment, Compensation, and Benefits**

- Pay: starts at \$12/hour
- Hire to start February-May, with commitment through Labor Day (end date is flexible to accommodate school schedules)
- Year-round career positions available.
- Possibility to obtain internship credit if needed
- Go on Mild to Wild trips for free
- Join a winning team with opportunities for growth
- Access pro-deal discounts on outdoor gear