



Job Title: Operations Coordinator

Location: Lakewood, CO

Type: Full-Time

Start Date: As soon as possible

Company Overview

Adventure Travel West is a Denver-based B2B tour operator with over 20 years of experience in multi-day hiking, active sightseeing, and environmentally focused adventure tours throughout the United States' wilderness and heritage areas. We specialize in fixed and custom departures for clients across Europe, APAC and North America. Adventure Travel West offers tours in English and German languages catering to a large number of our German-speaking clientele.

Adventure Travel West is part of the World Expeditions Travel Group (WETG) which consists of an innovative range of brands that offer diverse holiday experiences for the many interests and segments of the international adventure travel market. We lead by example with our commitment to sustainability and our people.

Position Overview

We are seeking an organized, detail-oriented Operations Coordinator with a passion for U.S. national parks and outdoor adventure. The ideal candidate has previous experience in the tourism industry, is familiar with tour logistics and supplier relations, and brings a willingness to learn, innovate, and contribute to our company's mission. A keen attention to detail is a must for success in this position. A sense of ownership in one's responsibilities, excitement to improve systems, and technical aptitude including a willingness to learn new IT systems will be very advantageous to one's success (and enjoyment!) in this role.

Responsibilities

As Operations Coordinator, you will collaborate closely with the Operations Manager to support the day-to-day duties within the operations department. Additionally, you will collaborate closely with the sales team and General Manager to support company operations.

Major Responsibilities include:



- **Booking & Inventory Management:** Manage bookings for accommodations, restaurants, and third-party activities, ensuring accurate database updates.
- **Supplier Relations:** Maintain and build productive relationships with suppliers, negotiate prices and policies, and resolve logistics issues, particularly during peak seasons.
- **Pre-tour Preparation:** Compile trip-specific information folders for guides, including client manifests, booking summaries, and detailed itineraries.
- **On-Call Emergency Support:** Share responsibility for managing the emergency phone during peak season, including some weekends and evenings.

Additional Responsibilities

- Develop customized travel itineraries based on client preferences and budgets.
- Conduct destination research and support compliance and lease management tasks.
- Assist the Operations Manager with annual vehicle leasing, rate negotiations, DOT compliance, and CUA reporting.
- Support all sustainability-related efforts as we strive to reach our sustainability goals and lead by example in sustainable active outdoor travel.
- Operations Coordinator will be asked to carry out any other duties that can reasonably be requested from time to time within the framework of this position, and the skills, training and experience of the incumbent.

Qualifications

Key competencies:

- A minimum of 3 years in the adventure travel industry and a passion for this sector of the market
- Firsthand adventure travel experience in the Western USA national parks and trails
- Strong organizational, analytical and problem-solving skills with a desire to help people and solve problems as they arise.
- Professional and polished written and oral communication skills
- Tech savvy and proficiency with FileMaker or ability to adapt to new IT systems. Familiarity with Excel, Word and Outlook are critical.



- Excellent attention to detail
- Experience in the tourism industry or a similar role, with knowledge of trip design, logistics, and supplier relations.
- A proactive approach with a sense of ownership and an eagerness to build and improve systems.
- Bi-lingual (especially German-speaking) not required but please let us know if you are.

Work Environment

- Standard work hours are Monday to Friday, with some on-call weekends and evenings during peak season.
- Hybrid work schedule: minimum three days a week in our Lakewood office.
- Teamwork makes the dream work. We have fun, respect each other and keep true to our mission of providing top-quality tours and unparalleled customer service to everyone we work with.

Benefits

- Competitive salary
- PTO and sick leave
- Hybrid work environment
- Health Stipend
- Discount on WETG tours
- Fun, flexible, multi-cultural work environment.

Why Join Us?

At Adventure Travel West, we offer the chance to work with a fun, respectful and collaborative team in the adventure travel industry. Here you can contribute meaningfully to sustainable tourism while developing your career and working in an international environment. We're growing and want you to grow with us.

If you're ready to bring your skills and passion to a dynamic team dedicated to making adventure travel accessible and responsible, please send your CV and cover letter to jessie@at-west.com include *Operations Coordinator* in the subject line **by January 12th.**