



Guide Services Coordinator

Founded in 2003, Trek Travel creates Cycling Vacations of a Lifetime with the belief that the world is best seen from the seat of a bicycle. Our Guide team is comprised of exceptional individuals from around the world who call the bicycle seat their office, and the road their home.

We're looking for an individual passionate about active travel, bikes and people to join our team. An uber-organized self-starter with a strong attention to detail and unrivaled follow-through. Reporting to our Guide Manager and based in Madison, Wisconsin, you'll work with various team members recruiting, training and supporting our Guide team. This is a salaried, full time position eligible for benefits.

Day in the Life Responsibilities

- Pre and Post-Trip Guide team correspondence, support and reporting
- Update and maintain Guide reference portal of documents, handbooks and standards
- Weekly tracking providing consistent and accurate data to department heads and Guides
- Coordinate and execute our yearly Guide events including occasional travel
- Inventory management of Team clothing and various other training needs
- Manage New Guide candidate search, job postings, communication and interview schedules
- Customer correspondence via phone and email
- Weekly update to Manager and cross departmental work, as needed

What does Success look like?

- You believe in the importance of customer service and recognize that customers are all around.
- You are proficient with Microsoft Office Suite and quick to conquer new database systems.
- You rock a positive, solution-oriented attitude and always ask *How can I help?*
- You communicate clearly in writing and on the phone. You can explain anything to anyone.
- Your motivation drives you as you volunteer for new challenges without waiting to be asked.
- When things change, you are able to roll with the punches and think well on your feet.
- You exude Fun and Flexibility while contributing to the overall success of your Team.
- You are committed to consistencies, efficiencies, details and deadlines.
- As far as you're concerned, *anything worth doing is worth doing right.*
- A company's culture can make or break a job offer for you.

The Application

We frequently use a variety of acronyms at Trek Travel, tell us yours. Create one that explains why you would be a great addition to our Team. No strict guidelines except be creative, be concise, be You.

Please include the following two items to complete your online application:

1. One-page resume
2. Your acronym

At Trek Travel, we think outside the box, continuously improve, encourage feedback and give it all we got, all the time, no exceptions. If you have what it takes to Join our Team and the desire to Help Shape Trek Travel's Guide Department future, we wish you the best of luck and look forward to your Application!

To Apply, please visit [Jobvite](#)

CYCLING EXPERIENCES OF A LIFETIME