



Job Description: Logistics Coordinator

Renowned lifestyle-oriented adventure travel/mountain guiding company is hiring for a permanent Logistics Coordinator to work 10 months/year starting in January, 2024. Learn more about SYMG at www.symg.com.

SYMG is a leader in the industry, having been named “Best Outfitter on Earth” by NatGeo. The Logistics Coordinator (LC) works from a sunny, open office located on a 2-acre woodland property in Oakhurst, CA, just outside of Yosemite NP. The LC works alongside the General Manager and Operations Director from this office on a daily basis. Other staff includes the Company Owner/President, (who works remotely from Santa Cruz, CA) and a summer staff of 15-20 guides, including support guides who assist with logistics. Each of the 4 administrative staff does a variety of jobs, working together to keep things running efficiently and effectively. Being a small company allows us to be flexible in our programming, and there is ample opportunity to take on new projects, keeping the workload fresh and interesting.

General duties:

The largest component of the job is the scheduling and effective management of the trip logistics. In addition to this aspect you will assist with accounting & HR tasks, marketing projects, customer service, and various projects in the office and in the field during the summer high-season (May 15-Sept 30).

Specific duties include:

- **Logistics Coordination:** You are primarily responsible for the reservations and maintenance of the logistics of all trips including hotels, campgrounds, shuttles, permits, etc. These logistical needs are ever changing, and require diligent record keeping and attention to detail. You will serve as the primary contact for many of the vendors we work with, and will be responsible for maintaining excellent relationships with all of them. You’ll be managing current and future years’ logistics simultaneously and must possess good multi-tasking abilities.
- **Maintaining Internal Database Documents:** You will maintain internal documents (mainly Excel spreadsheet) and organization of trips and client files. You will work with the existing team to plan and prepare for the coming season of trips but also set the groundwork for the next 1-2 years to come. You will orchestrate the necessary logistics that are required for each trip that happens throughout the year, including helping to supervise Support Guides involved in logistical tasks for backcountry trips, such as the delivery of resupplies & trailhead lunches.
- **Billing and Invoicing:** You will be responsible for client billing, invoices, accounts receivable, and reconciliations of vendor accounts. You will communicate with guests 90 and 30 days prior to the trip date regarding their upcoming payments.
- **Customer Service, Marketing, and Admin Support:** You will interact with current and prospective clientele via telephone, assisting them as able, or redirecting them to another member of the Admin team as needed. You will assist the GM with hiring paperwork, payroll, and other administrative and field-based tasks, as needed.

Hours:

This position is for 10 months per year. Workdays are approximately 8 hours Monday-Friday but can be variable during the guiding season (mid-May through late Sept). There is room for flexibility in the schedule if all the work is done and prepared properly. The work schedule is based on a 10-month year with 7 days paid vacation time plus holidays (Memorial Day, Independence Day, and Labor Day).

Requirements:

- Extremely well organized and detail oriented
- Able to communicate clearly, concisely and effectively through email and on the phone to vendors, clients, and SYMG managers
- Proficient with MS Excel, Word, Gmail, Google Drive
- Ability to effectively collaborate with other staff and work in a small community environment
- Interest in adventure travel, hiking, backpacking, rock climbing, and mountaineering
- Ability and interest to live in the Oakhurst, CA area as a year round resident
- Must be able to learn quickly and take initiative, be self-directed

Ideal Candidates Will Also Have:

- 2+ years of specific logistics experience
- Intimate knowledge of Yosemite and the Sierra Nevada
- Experience with SYMG's specific itineraries
- A smart phone and personal computer

Compensation:

- Monthly salary \$3,250 for 10 months (January-October); furlough November/December.
- Private room in a shared house/office as part of compensation package.
- Healthcare Benefit of \$200 per month (\$2,000/year) to be spent at employee's discretion.
- Pro-purchase discounts for outdoor gear and products, including our sponsors Deuter and Leki
- Friends and family discounts for SYMG trips

To Apply:

Please submit a cover letter and resume to Matteo Fiori, General Manager, SYMG: matteo@symg.com
We will be reviewing applications immediately; the position will remain open until the best candidate is found.