



## **Position Announcement : Guest Services Administrator | 2012**

Trek Travel is looking for an individual who is a self starter with the drive and determination to make this administrative position successful. Must be willing to take ownership on projects and show initiative on duties assigned. Strong attention to detail, follow through and past project management necessary. Interest in the active travel and sales industry beneficial but not mandatory.

### **GUEST SERVICES ADMINISTRATOR- PRIMARY DUTIES:**

- General office administrative duties
- Organize guest packet assembly
- Manage mailing requests, creation of mail/letter merges and shipping via UPS & USPS
- Assist in guest correspondence and mailings to promote Trek Travel sales, via Catalog Requests, Itinerary Requests and general guest inquiries
- Bulk mailing and gift coordination
- Photo book image and project management
- Mailing monthly birthday cards
- Manage inventory of clothing and office supplies & place orders to stock office supplies
- Data entry & data uploads
- Manage guest release waivers and trip insurance process
- Train on NetSuite – ERP Software System
- General office space maintenance and organization
- Streamlining office/admin systems and procedures for efficiency and “user friendliness”

### **EXPERIENCE:**

- Proficient in Microsoft Office Suite (Excel, Word, Outlook, Powerpoint)
- Ability to work with Excel; manipulate documents, data merges, creating labels and basic formulas
- Ecommerce web store maintenance
- Familiarity with Expensify, expense reporting and receipt tracking
- Knowledge of Adobe InDesign, (not necessary but beneficial)

### **TIME COMMITMENT:**

The hours will vary during peak season, but typically you can expect approximately **20 hours per week** @ \$10 per hour rate.

Apply by sending Resume and Cover letter to [guestservices@trektravel.com](mailto:guestservices@trektravel.com)