



About Our Company

Santa Barbara Adventure Company (SBACo) is a dynamic and fun place to work for people who love to be outside and share our region's natural beauty with others.

As the premier adventure travel outfitter on the Central Coast since 1998, we operate four companies under one roof: (1) Santa Barbara Adventure Company, (2) Channel Islands Adventure Company, (3) Santa Barbara Wine Country Tours, and (4) Coastal Team Building. We offer a vast variety of activities in and around Santa Barbara including sea cave kayaking at Channel Islands National Park, kayak tours in Santa Barbara, wine tours in Santa Ynez Valley, customized team building events for corporate groups, outdoor education programs for school children, and more!

SBACo company culture is second to none. We find strength in diversity and welcome professionals of all generations, genders, ethnicities, backgrounds, and lifestyles. We care about the environment and it's our mission to help expose others to the great outdoors and the importance of conservation.

Group Experiences Coordinator

Job Location: Santa Barbara, CA (Not a remote opportunity)

Job Type: Full-time / Year-round

Job Description

The Group Experiences Coordinator is an essential part of the Group Experiences team. They are ready to employ their creativity and knowledge of the Santa Barbara area to craft unique and memorable experiences for our larger group clientele. The Group Experiences Coordinator is responsible for communicating the culture and services of the company, growing our Corporate & Educational client base, and maintaining existing relationships with partners in the Outdoor Education and Corporate Services industry. This position reports directly to the Group Experiences Manager.

Responsibilities

- Outdoor Education, Group, and Corporate Trip Sales
 - Cultivate relationships with clients with a focus on excellent service and client retention
 - Plan and execute both single and multi-day outdoor education and instructional programs
 - Plan and execute adventure and team building programs for group & corporate clients
 - Develop contracts, proposals and itineraries for a diverse range of clients with varying interests & focuses
 - Work closely with third party vendors
 - Assist in implementing sales and marketing strategies to attract new clients
 - Facilitate a working relationship with local hotels & DMCs to improve tourist-based clientele
 - Work closely with event planners, sites, and third party vendors
 - Maintain client and sales records
- Related Duties
 - Occasional support work in the field alongside Program Coordinators & guide staff
 - Brief and debrief with staff before and after group events
 - Build and maintain resources for guide training, specific to group programs
 - Continually grow and maintain personal knowledge of local areas and program sites
 - Occasional travel to trade shows

- Provide support to front office staff in answering phones, taking reservations, and preparing materials for following-day trips as necessary
- Manage and carry out projects to support growth and efficiency of the Group Experiences Department
- Other duties as necessary

Knowledge & Experience

- 1-2 years of experience working in event planning or sales
- Excellent interpersonal skills
- Knowledge and understanding of the Santa Barbara and Santa Ynez areas, including waterfront, State Parks & National Parks
- Proficiency with Google Suite (Gmail, Google Docs, Google Sheets), Word, Outlook, and Excel
- Experience with Outdoor/Environmental Education
- Knowledge of NGSS standards is a plus
- Familiarity with online systems such as QuickBooks, Close, PandaDoc, & Zau or similar reservation system is a plus
- Strong passion for fostering connections between guests and immersive experiences
- Passion to promote environmental stewardship & sustainability
- Value Diversity, Equity, and Inclusion (DEI) and promoting accessibility to outdoor spaces

- Enthusiastic about Santa Barbara Adventure Company's culture and an interest in outdoor adventures

Desired Skills

- Proven ability to create amazing customer experiences in prior work
- Ability to handle multiple fast-paced projects simultaneously under stress
- Exceptional analytical and problem-solving skills, and decision making skills
- Effective & efficient verbal, written and listening communication skills
- Attention to detail and high level of accuracy
- Strong organizational skills
- Flexibility & ability to adapt/edit plans with ease
- Possess cultural awareness and sensitivity
- Strong ability to take initiative

Working Conditions

- **Physical Demands**

Group Experiences Coordinator will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The incumbent will also have to do some lifting of supplies and materials from time to time.

- **Environmental Conditions**

The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

- **Sensory Demands**

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

- **Mental Demands**

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues. The nature of the business often allows for stressful last-minute changes and challenges.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

Compensation: \$20-\$22/hr or DOE

Overtime pay occurs periodically during the busy season & periodically working weekends can be expected for all office staff regardless of department.

We offer competitive pay, tour discounts for friends and family, end of season bonuses, career & training development opportunities for personal & industry growth, seasonal company-wide celebrations, and a fun work environment. Plus, our staff gets access to industry pro deals at many amazing outdoor outfitters!

Insurance Stipend: We will reimburse up to \$2,250 per year (\$187.50 per month or \$86.54 per pay period) to cover the cost of a personal health insurance plan (available after initial probationary period).

401k: After 1 year of employment & working at least 1,000 hours we have a company 401(k) program that all eligible employees can opt to join which includes up to a 4% company match. Enrollment windows are January 1st & July 1st yearly.

Paid Vacation (PTO): After completing one year of work, 5 days paid vacation annually accrued at 0.58 days per month up to a maximum of 5 days. A majority of vacation time is to be scheduled between November 1st and February 1st only. Vacation days are subject to the Director's approval, based on business demand and bookings. Additional unpaid vacation may be taken with approval. Regular vacation time that is accrued rolls over. PTO available after the initial probationary period.

Paid holidays: Martin Luther King Jr. Day, President's Day, Thanksgiving Day, Christmas Day, New Year's Day. Some of these paid holidays you might be requested to work, in that case you can pick another day in exchange for the paid holiday that you worked.

Sick Pay: 5 days (40 hours) of paid sick leave per year. Sick days accrue at 1hr per 30hrs worked up, sick pay rolls over with a maximum of 48 hours – see handbook for additional details re: SBACo paid sick pay.

Additional benefits are available for full-time and/or management level employees, including but not limited to, paid time off and paid holidays.

Santa Barbara Adventure Company is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, or disabling condition. We can only accept applicants who can legally work in the United States.