

Travel Services Assistant

Wilderness Travel – Berkeley, CA

This is not a remote position. Candidates must be available to work Monday-Friday from our Berkeley, CA office. Please do not apply if you live out-of-state or are unable to commute to Berkeley.

Wilderness Travel has been creating dream journeys for over 40 years, from extraordinary wildlife safaris and cultural adventures to remote mountain treks and inn-to-inn hiking trips. Our award-winning adventures span every corner of the globe, and the quality of our itinerary design and leadership has earned us one of the highest rates of repeat travelers in the business. Our core philosophy is elegantly simple: it is not just where you travel, but how you travel that sets our trips apart, and we are committed to being responsive to the needs and the interests of our clients. We are a company of travelers, and we pride ourselves on our friendly, cooperative office environment, and our hardworking, knowledgeable and enthusiastic staff.

Description:

The Travel Services Assistant works as part of our administrative team to process client reservations, assemble pre-trip literature, process client payments, and provide support to our Trip Processors and regional Area Managers. Basic duties include data entry, paperwork compilation, copying and filing, phone reception, payment processing, and mail processing.

Advancement at Wilderness Travel:

This is an entry-level support position, which provides the office systems training and company familiarization that we consider essential for advancement within Wilderness Travel. Successful Travel Services Assistants have typically advanced within 3-9 months to positions of greater responsibility within the Wilderness Travel office to include serving clients, coordinating trip logistics, and coordinating operations for regional programs.

Requirements:

We are looking for a new member of our team who...

- Is passionate about travel, with significant travel experience
- Possesses a college degree and minimum one year office experience involving customer service
- Is committed to professionalism and providing the highest quality of service possible
- Displays exceptional oral communication and writing skills
- Masters details easily and thrives on ensuring accuracy in a fast-paced office environment
- Swiftly multi-tasks and completes projects efficiently
- Anticipates problems and approaches projects with a wholly positive attitude
- Is proficient in Word, Excel, PC environments, and very comfortable with math and basic accounting
- Has hiking and outdoor experience- has previous sales experience (a big plus!)

Schedule, Salary & Benefits:

- Full time position
- Office hours are Monday through Friday, 8:30 to 5:00pm.

- Starting Salary of \$55,000/year.
- 401(k)
- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Health savings account
- Paid time off

To Apply:

To apply, please send your cover letter and resume to careers@wildernesstravel.com. Additional references, letters of recommendation or writing samples are welcome. We sincerely apologize that we will be unable to respond personally to each applicant; only applicants selected for interview will be contacted.

No phone calls, please.