

Job Description:

Cal Coast Adventures is Santa Barbara's premier tour, lesson, and rental company for all things fun and outside in Santa Barbara. We also run Santa Barbara Surf School and Santa Barbara Bikes To Go. We're a small team in Santa Barbara focused on helping people get outside and enjoy our beautiful city via bike, surfboard, kayak, or paddleboard. We provide quality gear at great value and choose the most optimal locations for our lessons and guided tours. Our instructors and guides are knowledgeable, experienced, and approachable. Our office staff has a well-rounded knowledge of all our offerings and provides exceptional customer service in person, over the phone, and through email.

Expectations for Cal Coast Adventures' Guides & Instructors:

Job Roles:

The Office Coordinator is responsible for daily administrative and operational tasks. Creating bookings, answering client inquiries, and assisting shop staff with walk-in rentals are all daily tasks of the office coordinator. Attention to detail and an understanding of booking procedures is critical. Communication with clients must be professional and accommodating. The office coordinator must have an understanding of safety measures and protocol to protect our clients, staff, and equipment; these details must be thoroughly communicated with clients. There will be opportunities to lead tours as a guide and/or instruct for surf lessons as needed. The Office Coordinator reports to the Office Manager.

Responsibilities

- Answering phones, responding to emails from clients, creating reservations and bookings, assisting with walk-in rentals as necessary
- Providing rental and tour details to customers
- Processing reservations in our online reservation software
- Maintaining the cleanliness and organization of office and shop
- Recommend routes and locations for bike, surf, kayak, and SUP

- Maintain office records, filing and program data
- Inform clients of liability, safety protocol, and treatment of equipment during rentals and tours

Preferred Skills and Experience

- Knowledge of the Santa Barbara area including waterfront, beaches, and downtown. Familiarity with safe bike routes within Santa Barbara.
- Proficiency with Google Suite (Gmail, Google Docs, Google Sheets, Google Drive)
- Proficiency with Outlook
- Outstanding customer service and communication skills
- Desire to create exceptional customer experiences and a welcoming environment for clients
- Ability to multi-task under pressure and maintain composure in fast-paced settings
- Exceptional problem-solving and decision making skills
- Effective & efficient verbal and written communication
- Attention to detail
- Strong organizational skills
- Adaptability
- Interest in outdoor activities
- Possess cultural awareness and sensitivity

Working Conditions/ Inherent Risk

- Physical Demands

The Office Coordinator will spend long hours sitting and using office equipment and computers. The position requires some assisted lifting of gear including bikes, surfboards, and kayaks. Each office coordinator must be able to lift up to 70lbs because preparing some rentals might require them to lift an ebike that weighs up to that amount.

