



EXPERIENCEPLUS!
BICYCLE TOURS SINCE 1972

ExperiencePlus! Bicycle Tours Job Description

Sales and Customer Support Coordinator

Join our small team at the ExperiencePlus! Bicycle Tours US headquarters in Colorado. Our mission as a company is to connect more people through bicycle travel. We are looking for a Sales and Customer Support Coordinator.

Primary responsibilities for this position are split between working with the Sales and Marketing Manager and supporting the Reservations Specialist. This is the perfect entry level or early career position for someone interested in joining one of the oldest adventure travel companies in the United States. We see this position developing towards a sales specialist position with time and experience and hope we find someone excited to grow with us!

The COVID-19 Pandemic has permanently changed the travel world in many ways as international leisure travel ground to halt. As small resilient travel companies like ExperiencePlus! rebuild and shape the way people start to travel again, this is the perfect time to make a difference in how people travel.

This position can be partially remote once trained. Currently we are asking staff to work two days at the office in Fort Collins, CO in person so we can gather in person.

Our goal is to fill this role and have someone start by August 1, 2022 at the latest.

Major Responsibilities

Sales Support

- Support Sales and Marketing manager with telephone and email inquiries.
- Update website itineraries and other sales-related documents as needed
- Manage information requests in our database and work closely with Sales and Marketing Manager to manage leads.
- Assist with the assembly, distribution and analysis of tour evaluations.
- Closely works with Sales and Marketing Manager as well as Custom Tour Manager/Tour Development Team to execute sales and marketing campaigns for specific tours, destinations, events, and annual initiatives.

Customer Support

- Support reservations team in collecting and maintaining customer trip records and details.
- Work with sales and customer service team to coordinate customer communications pre and post booking,
- Coordinate gift inventory and customer appreciation gifts and mailings.
- Answer customer calls and assist answering general tour questions.
- Support the rest of the staff with other office duties as needed.

Education and Experience

- Experience in an office environment, multi-tasking capabilities and a self-starter.

- High attention to detail and ability to give and receive constructive feedback to and from team members
- A desire to help people and solve problems as they arise.
- Enthusiasm and curiosity to learn new things
- Comfortable working in a cross-cultural and multi-lingual environment and being a team player.
- Interested in learning about travel and tourism from the ground up.
- Experience working in customer service, with CRMs and travel a bonus.

This Job Description is to be used as a guide for accomplishing organizational objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.

At ExperiencePlus! we provide equal opportunities to all applicants for employment without regard to race, color, religion, creed, sex, national origin, ancestry, age, status as an officer or enlisted members of the military forces, veteran status, disability, genetic information, sexual orientation, transgender status, or any other protected characteristic applicable under federal, state, and local laws.

Benefits: salary commensurate with experience \$35,000 - \$40,000 range; major medical including vision and dental; paid vacation benefits with increasing accrual each year, annual ExperiencePlus! trip after 1 year of full-time employment, after two years you may take a guest on your annual ExperiencePlus! trip.

Work Schedule and Conditions of Employment:

This is intended to be a Monday – Friday work schedule. At times we hold events that require weekend time or early morning or evening commitments.

Working from home part of the week is an option. If working from home, a home office or suitable workspace is required as well as a good Wi-Fi connection and quiet space to facilitate conversations with colleagues and customers.

Although we are in the travel industry, travel will only take up a small portion of this particular job. Unlike what many people outside the travel industry believe when they hear you work for a travel company – this is still an office job – and yes you can dream about traveling and helping others bike and travel every day!

Please email your resume and a cover letter explaining why you would be perfect for this job to mariaelena@experienceplus.com with the subject: Sales and Customer Support Position.