



TOUR COORDINATOR

JOB DESCRIPTION

Tour Coordinator

Full-Time (May – September)

Part-Time (October – April) – With the ability to transition to year-long full-time work

Who We Are

Trail Breaker Kennel is a premier travel destination in Fairbanks, Alaska providing visitors from around the world a look at the lives of mushers and Alaskan huskies in Interior Alaska. Founded in 1976 by four-time Iditarod champion Susan Butcher and Yukon Quest champion David Monson, Trail Breaker offers seasonal kennel tours, dog sled rides, and custom tours for those looking for adventure in beautiful Alaska.

Job Summary

The Tour Coordinator is an essential member of upper management at Trail Breaker Kennel. This position is responsible for planning, managing, and executing all on-site events and tours. This individual serves as the first point of contact for all tour representatives, partners, and staff members to ensure smooth execution of those tours throughout the year. Responsibilities range from day-to-day administrative tasks, day-of-event work, year-long brainstorming and creative thinking, and more.

Essential Duties

- Manage tour calendar, ensuring smooth operation of all on-site events throughout the year
- Maintain online booking software for independent travelers
- Professional first point of contact for both large and small tour partners and independent travelers
- Coordinate tour, retail, and catering staff during each on-site event, supervising the completion of all associated tasks with planning, set-up, execution, and take-down

- Manage both on-site and online gift shop, researching and purchasing merchandise, maintaining relationship with local and state vendors, designing on-site gift shop, and managing retail staff
- Maintain profiles for business on travel and review websites, ensuring information is correct
- Aid in the creation of marketing materials across print, digital, and social platforms
- Assist with various accounting tasks, including the coordination of invoicing, generating sales reports, and managing cash system

Qualifications

- Bachelor's degree in Business, Communication, or Hospitality Management (preferred), or equivalent combination of education and experience
- Two years of event planning experience
- Two years of team management experience
- Excellent customer service skills
- Excellent interpersonal, written, and verbal communication skills
- Able to collaborate with a small group, while also being a self-starter
- Must be able to work a flexible schedule, be present during on-site events, and lift items upwards of 25 pounds
- Experience with macOS, Square Systems, Microsoft applications, and FareHarbor booking software (preferred)

Benefits

- Hourly wage (with overtime)
- PTO
- Flexible schedule during off-season
- Relaxed and pet-friendly working environment
- Employee use of property and facilities (water, showers, parking cars on site during vacations, etc.)
- Working within a fun industry with a small team of passionate individuals (where you get to hang out with dogs all day!)