



Operations Coordinator

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Reporting to:	Operations Manager
Line Management:	No direct reports
Location:	Aviemore, Scotland, 95% office / 5% in the field
Seasonality:	<p>October to March is 'out of season' which involves logistical planning and preparation for the following years 'in season'. Greater flexibility for annual leave is given during this period although we do still have some departures running during this season albeit at much lower volume.</p> <p>April to September is 'in season' which involves strict deadlines as the majority of trips depart, along with reacting to any unforeseen issues that may arise. Annual leave is more restricted during this period across the team.</p>

Job Purpose

You will have responsibility for the considered and precise logistics on any given trip departure within your allocated set of departures. You will collaborate with sales, operations, guides and external suppliers to ensure the seamless trip delivery to our clients.

Key Accountabilities

- Ensure all of your departures are planned and logistically set up for successful delivery in the season
- Supporting and implementing any changes required on any of the departures throughout the season.
- Action any necessary amendments / enhancements to your departures based on client or guide feedback
- Ensure all financial aspects of your trip are reconciled post departure

Key Responsibilities

- Support the management of relationships with partners and suppliers through clear and timely communications
- Make and cross check necessary reservations with accommodation, transport and other service providers
- Efficiently process bookings as requested by the sales team to ensure that client requests are met and fulfilled in a timely manner
- Proactively deal with any client / guide requests arising before or during trips within your allocated set of departures
- Reactively support the operations team as required with unforeseen circumstances that impact trip delivery
- Improve existing itineraries through your own experience as well as feedback received from clients and guides.
- Providing an exceptional level of client care at all times
- Work with the Stores Manager to ensure trips are prepped and ready to go during the season.
- Prepare pre departure information for and liaise with our guides to ensure they are prepped for their upcoming adventure

Skills, Knowledge & Experience

- Relevant experience gained within the travel and tourism industry, ideally in tour operations
- Detailed knowledge of Scotland and the travel and tourism industry, ideally possessing a great understanding of the adventure travel sector
- Experience of dealing with all parts of the tourism supply chain including accommodation, transport and other service providers
- Excellent IT skills with experience of cloud-based CRM systems, ideally Salesforce, as well as Google Apps and Mac applications
- Practical experience of all or most of the activities offered by Wilderness Scotland would be an advantage
- A genuine interest and passion for the regions where Wilderness Scotland operates, wild places and adventure
- Highly developed interpersonal skills, awareness and emotional intelligence with an ability to develop and sustain business relationships.
- A natural collaborator who enjoys working in teams with a diverse range of individuals
- A strong and clear commitment to customer service excellence and “extra mile” delivery
- Excellent attention to detail, even when faced with multiple tasks and deadlines