

## Operations Associate & Guide

**Location:** Remote (Continental U.S.), preference for candidates located in Colorado. Some travel is required for guide training, team meetings, and leading domestic and international trips

**Reports to:** Director of Program Operations

**Schedule:** Part-time averaging 20-25 hours per week in the office with seasonal fluctuations depending on program volume and guiding responsibilities

**Compensation:** \$21–25/hour (office work); rate varies when in the field

**Adventures in Good Company (AGC)** is an award-winning adventure travel company that has been inspiring connection, confidence, and exploration through small-group active travel for more than 25 years. Best known for our women's adventures, we create unforgettable experiences led by exceptional guides in destinations around the world.

### Who You Are:

You are an experienced outdoor professional who enjoys both the logistics behind exceptional adventure travel and the opportunity to lead trips in the field. You're highly organized, proactive, and thrive in an environment where no two days are the same. You enjoy solving problems, building relationships, and helping others succeed. Whether you're coordinating reservations, obtaining permits, supporting guides, or leading travelers on an unforgettable adventure, you take pride in creating seamless experiences and providing excellent customer service.

### What You'll Do:

As an Operations Associate & Guide, you'll partner with one or more Program Managers to support the planning and execution of AGC's adventures while also serving as an active member of our guide team. This unique hybrid role combines office operations with field leadership, offering the opportunity to spend part of your time coordinating travel experiences from behind-the-scenes and part of your time leading them in the field.

At AGC, we believe the best operations professionals stay connected to the traveler experience. By combining office responsibilities with guiding, this role helps ensure our programs run smoothly and continue to evolve through real-world field experience.

### Program Operations

- Partner with Program Managers to support the planning, execution, and continuous improvement of assigned trips.
- Coordinate reservations and confirm program logistics, including lodging, activities, transportation, meals, permits, and other supplier services.
- Prepare and review participant materials, including accurate trip rosters, rooming lists, manifests, and traveler information, and maintain accurate information in AGC's CRM and operational systems.
- Monitor trip enrollments, roster changes, and program logistics.
- Communicate with suppliers and assist in resolving operational issues before and during departures.
- Review post-trip reports and recommend operational improvements.
- Coordinate permits and ensure compliance with land management agencies and other regulatory requirements.
- Assist with developing and maintaining Program Playbooks, Emergency Action Plans, and other field resources.
- Support guide scheduling, onboarding, documentation and training initiatives.
- Participate in the rotating after-hours emergency support line.
- Coordinate and assist with guide communications, meetings, and field resources.
- Support emergency preparedness, incident reporting, and risk management initiatives.

**Guiding**

- Lead approximately 2–5 domestic and international multi-day adventure travel programs annually, depending on operational needs and business priorities.
- Deliver exceptional guest experiences while managing risk, supporting traveler well-being, and fostering positive group dynamics.
- Communicate with participants before departure and prepare for each program.
- Complete and evaluate post-trip reports, expense reports, and incident documentation.
- Support marketing efforts for trips, including capturing photos and videos, hosting webinars and writing blogs.
- Onboard, orient and mentor and support newer guides as requested.

**What You'll Bring:**

- One or more years of experience guiding multi-day outdoor or adventure travel programs
- Outstanding organizational and project management skills
- Experience coordinating logistics, reservations, or travel operations preferred
- Excellent written and verbal communication skills
- Wilderness First Responder and CPR certification (or ability to obtain within three months)
- Strong computer skills and experience with Google Workspace; experience with CRM software preferred
- Ability to manage multiple priorities with exceptional attention to detail
- Valid driver's license and willingness to travel domestically and internationally as needed
- A collaborative mindset, positive attitude, and commitment to outstanding customer service

**Compensation, Schedule & Benefits:**

This is a non-exempt, hourly position eligible for overtime. Office responsibilities are compensated at \$21–25/hour, DOE. Time spent guiding is compensated according to AGC's program rates for guides. Most office work is performed during regular business hours Monday–Friday. Guiding responsibilities include leading approximately 2–5 trips annually (depending on business needs) and require periodic travel. The schedule is part-time and varies with program volume and the seasonal flow of trips. Benefits include workers compensation, PTO, and sick leave, prorated for part-time employees.

**Work Environment & Physical Demands:**

This is a remote role with a preference for those located in Colorado to support occasional in-person collaboration. The role includes both office work and time in the field leading trips.