



CHEESEMANS' ECOLOGY SAFARIS

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Wildlife Safari Coordinator

Position

Cheesemans' Ecology Safaris seeks an adept, organized, resourceful **Wildlife Safari Coordinator** with impeccable attention to detail, excellent communication skills, and a commitment to excellent customer service. You will ensure the quality and integrity of Cheesemans' tours by overseeing and executing tour administrative tasks, collaboratively assisting other coordinators, and interacting with clients to provide an exceptional experience that increases overall client satisfaction. A strong commitment to continuously improve knowledge of Cheesemans' tours and contribute ideas and talents to make Cheesemans' a premier wildlife safari company are vital. This position reports directly to the CEO.

Duties and Responsibilities

- Build and maintain strong rapport with clients, operators, and leaders
- Impeccably manage all details of client reservations, including things like sending reservation materials, requesting information from clients, and maintaining notes on client communications
- Perform general office support, including things like data entry, payment processing, answering phones, and auditing database for errors and oversights
- Secure tour reservations with operators and leaders in a timely manner
- Create and update tour itineraries and annual travel guide to tempt travelers
- Manage tour budgets
- Create, update, and send trip materials to participants
- Send participant information to operators and leaders
- Keep up with tour/information inquiries in a way to entice travelers
- Maintain quality control of company policies for standardized document formatting and content
- Perform after hours, on-call work

Qualifications

- Bachelor's degree or equivalent work experience
- Enthusiasm for Cheesemans' Ecology Safaris' mission
- Strong organizational skills
- Impeccable attention to detail while conscious of the bigger picture
- Ability to prioritize and manage multiple tasks
- Takes initiative and ownership of responsibilities and deadlines
- Excellent critical thinking skills
- Ability to work effectively as part of a team
- Ability to write for publication, including translating sometimes complex information into easily readable text (copy writing and editing experience a plus)
- Committed to providing the highest quality customer service
- Experience working in a small, fast-paced office environment with many interruptions
- Proficiency with computers and related software applications, especially Microsoft Word and Excel

- Technical aptitude to learn new technologies, software systems, etc.
- Competency with math and basic accounting
- Passion for travel and wildlife, international and domestic travel experience is a plus
- Travel agent, travel specialist, etc. experience is a plus
- Project management experience is a plus
- Customer service experience is a plus
- Sales or marketing experience is a plus

About Cheesemans' Ecology Safaris

Cheesemans' Ecology Safaris' mission is to create life-changing safari experiences. We create a personal connection with our travelers and strive to be a positive force for conservation and science. We are a small tour company of five employees in Los Gatos, California with 37 years of experience organizing and leading safaris to explore exotic destinations chosen for their abundant wildlife, nature experiences, and photography opportunities.

Job Terms and How to Apply

This is a full-time, non-exempt position located in our Los Gatos office. Compensation based on aptitude and experience, but starting at \$20.16 to \$21.22 per hour, including travel opportunities, paid sick and vacation time, health insurance, and SIMPLE IRA.

Please send a cover letter, resume, brief answers to the following questions (separate from your cover letter), and a link to a video introducing yourself¹ via email to employment@cheesemans.com. We will start reviewing applications Nov 1, but we are looking for the right person, so we're keeping this position open until we find her/him. Make your email subject: "Wildlife Safari Coordinator Application – Your Name." No phone calls please. You must hold appropriate citizenship or documents permitting you to reside and work in the United States. We thank all interested candidates – we will contact only those selected for an interview.

1. What motivates and excites you about this position?
2. How will this position meet your career goals?
3. Why should we hire you?
4. Think of a project you've worked on that required a lot of organization. Describe how you managed that project.
5. Tell us about a task or project you completed that required a very high level of accuracy and attention to detail. What steps did you take to ensure both were achieved?
6. Tell us about a time you had to quickly adjust your work priorities to meet changing demands.
7. Tell us about a time you helped resolve an issue with a customer, coworker, or boss.
8. Describe your ideal work environment.
9. Where did you see this job post?

¹ Application Video: Create a one- to two-minute video to introduce yourself and tell us about a personal wildlife or nature experience. Upload it to YouTube (mark as unlisted if you don't want others to find it; don't mark it as private or disallow embedding, or we won't see it). Talk to us, so no editing, music, graphics, etc.