



# Windfall Rafting

Guiding Trips. Exceeding Expectations.

## Office Staff

### Job Description:

The Office staff are, in many ways, the face of Windfall Rafting. They provide a first impression when they answer phone calls or emails. They manage our web material, and welcome guests into our office and store area. Above all of this, the office staff manage the many details that go into a day on the river or on the rock wall. This includes bookings, lodging, staffing, and store bookkeeping. Attention to detail is crucial in this position.

**Reports to:** The General Manager

### Responsibilities (These responsibilities to be shared by all office staff, but allocated by Office Manager):

Keep [www.windfallrafting.com](http://www.windfallrafting.com) updated with accurate dates, rates, etc.

Handle booking – from phone calls to date selection, to entry into calendars and the “Splash” database.

Provide information to guests upon request – including mailings, returned phone calls within 24 hours, etc.

Participate in the upkeep of the raft base.

Be available to perform “night phone” duty.

Participate in lining up guides and bus drivers for upcoming trips.

Meet regularly with the General Manager to provide him or her feedback on rafting operations, marketing, etc. while also receiving feedback on job performance.

Participate in meetings after each expedition to evaluate the team’s performance and to find ways to improve.

Keep books for monthly accounting. This relates to the cash and checks received for services and store purchases. Also keep track of monies owed and payments due with all housing providers in town.

Handle customer complaints.

Spearhead media-based marketing efforts including email blasts, mailings, etc.

Keep track of store operations – stock, ordering, accounting, etc.

**Recommended skills include:** Proficiency with the following software: Filemaker Pro, Microsoft Office Suite, Various Internet Browsers; Basic accounting skills; customer service skills; Commercial Driver’s License recommended.



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