



Admissions Coordinator

- **Company:** Adventure Treks, Inc.
 - **Position type:** Part-time, hourly, starting at \$24 per hour (based on experience)
 - **Location:** Hendersonville, NC
 - **Start date:** September 2026
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Are you exceptionally organized, great with people, and someone who takes pride in getting the details right? Adventure Treks is hiring a part-time admissions coordinator to help guide families from enrollment through the start of their adventure.

This role combines family communication, detailed administrative work, and travel logistics. We're looking for someone who can keep a lot of moving pieces organized, communicate warmly and professionally, and take ownership of their responsibilities without needing constant direction.

As Adventure Treks continues to expand our adult and family travel programs, there is potential for this position to grow in both hours and responsibility. We can't guarantee a specific increase in hours, but we'd love to find someone interested in growing with us over time.

WHO WE ARE

Since 1993, Adventure Treks has helped tens of thousands of teenagers build confidence, leadership, and lifelong friendships through outdoor adventure. We're a family-run company based in western North Carolina that operates dozens of summer trips for teens across North America. We also operate adventure travel programs for adults and families around the world, and we partner with schools to run outdoor education programs in the spring and fall.

Our office team is small and collaborative. We work hard, care deeply about the experiences we provide, and know that our in-depth, behind-the-scenes planning throughout the year is what sets up our busy summer season for success.

WHO YOU ARE

We are looking for a warm, confident communicator who is also exceptionally organized and dependable. You notice details, follow through on commitments and responsibilities, and are comfortable working independently.

You also:

- Are genuinely confident and excited to pick up the phone and talk to families and clients regularly
- Take ownership of responsibilities and follow them through from beginning to end
- Can manage many small but important details without letting things fall through the cracks
- Are resourceful and proactive, with the instinct to seek out answers, consult available resources, and troubleshoot routine problems
- Use good judgment and recognize when something needs to be brought to a director's attention
- Can prioritize effectively when several things need attention at once
- Are comfortable with spreadsheets, databases, software, and learning new systems
- Adapt well when plans change and stay calm when things get busy
- Welcome constructive feedback, apply it to your work, and carry that feedback forward into future projects

WHAT YOU'LL DO

You'll be one of the primary points of contact for Adventure Treks families and help manage the many details that take a student from enrollment to the start of their trip.

Your responsibilities will include:

- Being a warm and welcoming point of contact for families throughout the enrollment and pre-trip process
- Answering phone calls and emails with professionalism, enthusiasm, and good judgment
- Guiding families through required paperwork, travel details, packing lists, deadlines, and program expectations
- Proactively following up with families about missing information, incomplete paperwork, and upcoming deadlines
- Maintaining accurate and detailed student and family records in our CRM (CampMinder)
- Documenting important conversations and ensuring relevant information is communicated to the appropriate people
- Sending individual and mass communications to families throughout the year
- Processing routine enrollment-related administrative and financial transactions
- Reviewing student records for accuracy and thoroughness
- Organizing and preparing student information for our summer instructor teams
- Coordinating student arrival and departure information and maintaining accurate travel records
- Helping manage opening and closing day travel logistics during the summer
- Communicating with families about travel changes and helping troubleshoot delayed flights and other logistical issues
- Supporting registration, paperwork, and pre-trip logistics for our growing adult and family adventure travel programs
- Assisting with other admissions and administrative projects as needed

REQUIRED SKILLS AND EXPERIENCE

- At least five years of professional work experience, ideally in administration, admissions, customer service, program coordination, travel, office management, or a similar role
- Exceptional attention to detail and organizational skills
- Excellent written and verbal communication skills
- Strong interpersonal and customer service skills
- Ability to anticipate next steps, identify potential issues before they become problems, and proactively address them
- Strong judgment, critical-thinking, and common-sense problem-solving skills, with the ability to make sound day-to-day decisions independently
- Demonstrated ability to manage multiple priorities, meet deadlines, and follow through without repeated reminders
- Proficiency with Google Workspace and Microsoft Office, and comfort working with spreadsheets, databases, project management and communication platforms, and other technology
- Ability to learn and confidently use new software and systems
- Professional discretion when working with private student and family information
- Permanent work authorization in the United States

PREFERRED / BONUS EXPERIENCE

- Experience working with families, teenagers, schools, summer camps, travel programs, or other youth-serving organizations
- Familiarity with CRM or registration systems like CampMinder
- Familiarity with the outdoor recreation, summer camp, or adventure travel industries
- Personal interest in outdoor recreation and travel

WHAT SUCCESS LOOKS LIKE

Families receive timely, thoughtful answers; believe their child will be genuinely cared for; and feel well prepared for their trips. Student records are complete. Deadlines, communication, and responsibilities don't slip through the cracks. Travel details are accurate. Important information is documented and communicated.

Routine questions and problems are handled independently, while unusual or sensitive situations are appropriately escalated. Most important, when you take ownership of something, the rest of the team can trust that it will be followed through to completion.

LOCATION AND SCHEDULE

This is a year-round, part-time position based in Hendersonville, NC (we may consider hybrid work for the right candidate). Because this is a newly structured position, we are still determining the typical number of weekly hours for the role.

This position will have a regular, set weekly work schedule, though the number of hours will fluctuate throughout the year based on our program cycle. Fall and early winter are generally quieter, with hours increasing from late winter through our busy summer season.

Throughout the year, evening availability will occasionally be needed for admissions conversations. During the summer, student travel days will require some early-morning or evening hours.

HOW TO APPLY

Please email your resume and cover letter to Amanda Fox at info@adventuretreks.com.