



## Communications Assistant

Hello Kaf community! We are hiring!

**Job Summary/Purpose:** Kaf Adventures is looking for a Communications Assistant to fill a full time position on our admin team. This role is perfect for someone with an active love of the outdoor industry, sharp verbal and written skills, and attention to detail. The Communications Assistant facilitates customer communication including sales and customer service, as well as reporting, recording and accounting assistance. The CA is available during office hours with some flexibility, to field incoming customer inquiries for the company.

**Classification, Position Duration and Time Requirement:** 7 hours per day, 5 days per week (M-F), with flexibility. While this is a remote position, we strongly prefer someone in the Seattle area to help manage physical gear and logistics as needed.

**Pay/Wages:** \$18-22/hr

**About Kaf Adventures:** Kaf Adventures is a small outdoor education and adventure travel company based in Seattle, WA. Kaf Adventures delivers educational courses and guided experience in the art of backpacking, mountaineering, rock climbing, ice climbing, and winter recreation. Being small and entrepreneurial makes each position at Kaf a key position and employees wear “multiple hats” on our administrative team. Constantly evolving, growing, and taking on new responsibilities, employees support one another in some capacity and strive to have a holistic understanding of the business to help where needed. Individuals are constantly looking at systems and processes with a critical eye on improvement. Employees get creative with the given resources. Kaf Adventures administration strives to keep a positive, upbeat, community feeling in the office, with the instructor team, and with our guests. Delivering excellent and timely customer service is a priority. No hurdle is too big for the team. No task is too small for the individual. Dream it. Do it!

**Job Duties and Responsibilities:** This job is never the same two days in a row, there is a new challenge each day. Though dynamic, tasks will include some of the following depending on the season, needs of the team, and general workload.

- Answer phones and email during most office hours (9-5 with flexibility for earlier or later shifts when needed). Reach out to potential clients with marketing calls/emails
- Register and schedule new customers.
- Social Media execution (creating and posting to FB, IG, YT).
- CRM management /entry /follow up – HubSpot, MailChimp, Google Photos, monthly newsletter assistance, and photo album organization.
- A great addition to the Kaf Adventures administrative team will also be able to problem solve, find creative solutions, and fill in where needed. We’re all part of a very integrated team, and help each other with job overlap often.
- Customer course management, customer service checks, prequalification calls for registered customers.
- Assisting Operations and guides with gear and food inventory, pre and post-trip communications, gear repairs and maintenance.

910 SW Elmgrove St  
Seattle, Washington 98106  
206-413 -5418  
register@kafadventures.com  
kafadventures.com



- Accounting and Administrative assistance with course and COGS entry, running accounting reports, insurance forms, creating invoices, filing and maintenance of active working documents, website assistance.

**Additional Knowledge, Skills, and Abilities:** Knowledge of Google Workspace (Docs, Sheets and Team Drive) is required, and familiarity with the following is helpful: Asana, Mail Chimp, QuickBooks Online, WordPress, FareHarbor.

**Minimum Qualifications:**

- Knowledge of Google Workspace (Docs, Sheets and Team Drive)
- Excellent communicator, both written and verbal
- A great phone manner
- Ability to field inquiries from multiple streams of communication.
- Desire to help customers.
- Must have your own: computer and cell phone.
- Pacific Northwest backcountry terrain knowledge is desired.

**Physical Requirements:** Occasional gear handling and meeting in person.

**Required Documents:** 1. Resume 2. Cover Letter

Please send the required documents to [register@kafadventures.com](mailto:register@kafadventures.com). We look forward to hearing from you!

910 SW Elmgrove St  
Seattle, Washington 98106  
206-413 -5418  
[register@kafadventures.com](mailto:register@kafadventures.com)  
[kafadventures.com](http://kafadventures.com)