

## Part-Time Receptionist – Travel Services

Wilderness Travel – Berkeley, CA

***This is a part-time role based in Berkeley, CA. Remote work is not available. Please do not apply if you live out of state or are unable to commute to our office.***

### About Wilderness Travel:

Wilderness Travel has been creating dream journeys for over 45 years—from extraordinary wildlife safaris and cultural adventures to remote mountain treks and inn-to-inn hiking trips. Our award-winning adventures span every corner of the globe, and the quality of our itinerary design and leadership has earned us one of the highest rates of repeat travelers in the business. Our core philosophy is elegantly simple: it is not just *where* you travel, but *how* you travel that sets our trips apart, and we are committed to being responsive to the needs and interests of our clients. Our office culture is warm, collaborative, and deeply committed to delivering unforgettable travel experiences.

### Position Summary:

We are seeking a friendly, service-oriented individual to serve as our **Front Desk Receptionist**—to be the first point of contact and welcoming voice of Wilderness Travel. As a small, high-touch travel company, we are proud of the deeply personal connections that we form with our travelers. This Front Desk role plays a critical part in making an important first impression.

As the receptionist, you'll handle incoming calls, online chats, and basic client inquiries, and route detailed questions to the appropriate Trip Specialist. Common requests include checking trip availability, processing final payments, and assisting enthusiastic travelers, who are ready to sign up on an adventure. You don't need to know the ins and outs of every itinerary, but you should be enthusiastic about travel, eager to learn, and comfortable handling conversations with fellow travel lovers throughout the day.

This is an excellent opportunity for someone who thrives on connecting with people, takes pride in delivering outstanding customer service, and loves the idea of spending their workday talking about travel. **Key Responsibilities:**

- Serve as the first point of contact for incoming phone calls and online chats, delivering a warm and professional experience for every client
- Answer general inquiries about trip availability, payment processing, and how to sign up on a departure, while routing more detailed inquiries to the appropriate Trip Specialist
- Maintain a strong understanding of our phone and internal systems, and company FAQs to support fast, accurate responses with confidence
- Provide general administrative support, such as data entry, filing, mail handling, etc. ☎  
Contribute to a friendly, team-oriented office environment

**What We're Looking For**

This role is ideal for someone who is comfortable on the phone, finds joy in helping others, and brings a calm, steady presence—even when juggling multiple tasks or navigating the occasional challenging conversation. You'll represent the voice of Wilderness Travel, so professionalism, patience, warmth, and attention to detail are key. The ideal candidate:

- Enjoys talking with people and feels confident handling a high volume of phone interactions each day
- Communicates clearly, warmly, and professionally—both verbally and in writing
- Can handle occasional challenging calls with patience, empathy, and grace
- Is highly organized, detail-oriented, and able to multitask in a fast-paced environment without losing focus or warmth
- Is collaborative, dependable, and contributes to a supportive office culture
- Has a college degree and at least one year of office experience, ideally in a customer service role
- Is proficient in Microsoft Word, Excel, Google Docs, Slack, and PC environments, and is comfortable learning our phone and reservation systems
- Is passionate about travel, ideally with international travel experience

**Schedule, Salary & Benefits:**

- Part-time position, minimum of 12 hours per week
- 3-5 days a week, 8:30AM-12:30PM
- Starting from \$30/hour
- Paid time off
- Generous employee travel benefits

**To Apply:**

To apply, please send your cover letter and resume to [career@wildernesstravel.com](mailto:career@wildernesstravel.com). Additional references or letters of recommendation are recommended. We sincerely apologize that we will be unable to respond personally to each applicant; only applicants selected for an interview will be contacted.

*No phone calls, please.*