



## Program Manager

**Job Title:** Program Manager

**Job Site:** Remote, preference for those in the Mountain West or Northwest Region

**Reports to:** Managing Director

**Salary:** \$45,000-\$60,000/year, DOE

**Employment Term:** Full time, salaried

**Employment Start:** March 2022

### SUMMARY

At Adventures in Good Company, we work together to provide the best in small-group active travel. We offer unique experiences around the globe that both inspire and provide meaningful connections to the natural world, ourselves and each other. We are headquartered in Fort Collins, Colorado, but our entire staff live and work remotely. Every team member plays an important role in providing the best experiences possible for our community and we are seeking a detailed and customer-service oriented Program Manager to join our team.

The Program Manager is responsible for meticulously planning and managing a portfolio of trips, in the range of 20-40 unique trips with multiple departures, depending on experience. From making reservations to client communications the Program Manager ensures that every detail of their trips is accurate, conveyed with confidence, and executed with excellence. The Program Manager is the main point of contact between clients and their respective trips and is also the liaison between vendors, staff, and guides and must have excellent customer service skills.

We welcome applicants from diverse backgrounds that share our passion and our commitment to creating a remarkable customer experience and caring community. We invite all interested applicants to describe for us how they will be a great fit for this position.

### ESSENTIAL FUNCTIONS & CORE ACCOUNTABILITIES

- **Client Communications and Customer Service (35%):**
  - Take calls and reply to emails and inquiries from prospective and current travelers throughout the day
  - Develop and disseminate pre-trip materials, such as Trip Summaries, Packing Lists, Pre-Departure Documents, and Pre-Trip Letters accurately and on deadlines
  - Perform annual updates and improvements to all existing pre-trip materials, to ensure all details are accurate and consistent
  - Manage participant reservation requests and respond to all pre-trip questions and requests in a timely manner
  - Help evaluate and respond to custom trip requests
  
- **Trip Operations & Financial Performance (35%):**
  - Make and manage all trip reservations, including lodging, activities, meals, and transportation
  - Enter, organize and manage all key trip details in our CRM software
  - Collect, organize and disseminate client information for Guides and vendors, including health information, travel plans, rooming lists, etc.
  - Schedule and participate in pre and post-trip meetings with other key staff and Guides
  - Respond to and follow up on action items arising from trip evaluations and trip logs
  - Liaise with DMCs and operators around the world to manage trip proposals, reservations, and logistics
  - In coordination with the Managing Director and Program Director, review trip financials including trip costing and pricing
  - Review and submit for approval and payment invoicing from outfitters, vendors and guides



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- Participate in post-trip comparison of the trip budget versus actual costs to improve trip profitability and sustainable growth
- Track bookings by departure and process inquiries and waitlists to ensure all trips are full at departure
- **Trip Development & Planning (20%):**
  - Know trip itineraries in detail and continually develop, review, and revise as needed to provide the best possible experiences for our community
  - Review all online trip content for accuracy, including dates, daily descriptions, accommodations, difficulty rating, pricing, and pictures
  - Be the destination expert for your portfolio of trips, including the trail descriptions, variations by season, product differentiators, and generally what makes each trip special
  - Develop relationships with partners and vendors for all itineraries and stay familiar with latest updates, offerings, and trends
  - Proactively propose and help develop new trips and additional departures based on demand by destination
- **Team Support and Other Duties (10%):**
  - Communicate closely with the team to effectively grow and fill your portfolio of trips
  - Propose ways to improve and optimize programs
  - Participate in meetings and trainings to assess and continually improve upon program quality and success
  - Provide support for field staff, helping to ensure trip quality and safety, as well as branding in the field
  - *Pinch hit - small businesses thrive with individuals who are willing to help out as needed*

## KNOWLEDGE, SKILLS, & ABILITIES REQUIRED

We are seeking an *organized and enthusiastic* Program Manager who has experience managing multiple projects on tight deadlines in a fast-paced environment. The right person for this role is able to effectively manage many details while simultaneously paying attention to the big picture. Specifically, this role requires:

- BA/BS in business management, recreation and tourism, or a related field, or equivalent working experience. A master's degree is a plus, though not required
- A minimum of 3 years of work experience with program management, preferably in the outdoor and/or travel industry
- Self-starter, able to work independently, and ability to exhibit entrepreneurial skills
- Sincere commitment to work collaboratively and with integrity
- Proven ability to set and meet deadlines and self manage time while working remotely
- Outstanding organizational skills, attention to detail, and ability to delegate
- Excellent written and verbal communication skills
- Committed to exceptional standards of internal and external customer service
- Excellent computer skills are essential, including full working knowledge of G-Suite, Word and Excel, and online databases
- Ability to stay current on latest industry standards and best practices
- Ability to be on-call nights and weekends
- Ability to travel domestically and abroad on occasion
- Ability to engage in physical activities including, but not limited to hiking, kayaking, backpacking, and snorkeling
- Travel and outdoor skills, knowledge, experience and interest



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### **PHYSICAL ASPECTS OF THE JOB**

This position requires the ability to look at computer screens for 8+ hours a day, use the computer, telephone, and electronic mail systems; lift 50 pounds; occasionally lead meetings and speak in public, and travel 1-2 times a year to AGC trips, retreats and/or training.

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

### **COMPENSATION, SCHEDULE AND BENEFITS**

This is a full-time, exempt position (average 40 hrs/week). Annual salary range is \$45,000-60,000. Exact placement on range will be determined based on a combination of experience, education and demonstrable skills. Schedule varies by role, but is generally M-F, 8am-5pm MST with some nights and weekends. We are located in Fort Collins, Colorado, and prefer applicants from the area, and are also open to remote applicants who live in the Mountain West or Northwest Region (WA, OR, NV, UT, CO ID, MT WY). Benefits include paid time off, 13 paid holidays, medical, dental and vision coverage, a Simple IRA with company matching, and access to select proDeals.

### **CONDITIONS OF EMPLOYMENT**

Must have access to a suitable workspace, home office, coworking space, or other area to conduct computer work as well as a good Wi-Fi connection and a quiet space to make and receive regular calls with vendors, colleagues and others and conduct virtual meetings.

### **TO APPLY**

Please complete the [Program Manager Application Google Form](#). You will be asked to submit a cover letter and résumé. Please direct all questions and inquiries to [employment@goodadventure.com](mailto:employment@goodadventure.com).

*Adventures in Good Company provides equal opportunities to all applicants for employment without regard to race, color, religion, creed, sex, national origin, ancestry, age, status as an officer or enlisted members of the military forces, veteran status, disability, genetic information, sexual orientation, transgender status, or any other protected characteristic applicable under federal, state, and local laws.*