

ADVENTURES

in good company

Program Manager

Northern CO; hybrid remote (remote considered)

Who You Are:

You are an adventurer at heart, with a passion for travel and for crafting exceptional and immersive experiences. You're a design enthusiast who is eager to feature the authenticity of a destination and to infuse magic moments and special connections into every experience, making it a reflection of AGC's vision and values. You love logistics and operations, so that the behind-the-scenes details remain behind-the-scenes. You are a lynchpin in the Adventure Operations team and integral to the success of the business; you're a strong team player.

What You'll Do:

Program Managers play a pivotal role in organizing and overseeing the logistics for a portfolio of trips and are the main point of contact between travelers on their respective trips.

- Develop, operate, and maintain a portfolio of trips to the highest possible standards.
- Manage logistics, reservations, and agreements with operators and/or vendors. This includes making decisions related to lodging, activities, meals, and transportation.
- Organize and ensure accurate trip details in our CRM software and on the website, including dates, pricing, accommodations, daily itinerary descriptions, and other details.
- Manage trip pricing and gross margins for programs and proactively seek to control costs.
- Manage trip budgets and review invoices, expense reports and reconciliations.
- Monitor sales performance and trip inventory, acquiring or releasing dates as needed.
- Act as a problem-solver for guides, field staff, and operators when trips are in the field.
- Ensure guides and suppliers are prepared with pre-trip information.
- Responsible for quality control of trips by monitoring evaluations and trip logs, and presenting recommendations regarding trip modifications and improvements.
- Assess guide performance from trip evals and assist the team in evaluating guide assignments.
- Serve as the destination expert for a portfolio of trips, including itinerary details and regional knowledge.
- Work collaboratively with in-house Adventure Specialists regarding trip-specific details and differentiators to promote and market trips and to maximize enrollments.
- Participate in the research and development of new trips, investigate competitors' product offerings, and utilize competitive information to improve program quality.
- The position may include other responsibilities and opportunities not listed above.

What You'll Bring:

- A minimum of 2 years of work experience in an project management, operations or logistics role required, preferably in the outdoor and/or tourism industry
- Bachelor's degree preferred or equivalent experience
- Experience in a fast-paced business environment
- Excellent customer service skills with a focus on anticipating and resolving issues proactively
- Self-starter, able to work independently, and self manage time
- Team player with a sincere commitment to working collaboratively and excellent interpersonal skills
- Strong computer and systems skills; comfortable in a complex database environment
- Experience with G-Suite, CRM software, Asana and Hubspot preferred
- Ability to stay current on latest industry standards and best practices
- Travel and outdoor skills, knowledge, experience, and interest preferred

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Compensation, Schedule & Benefits:

This is a non-exempt/hourly position, is eligible for overtime, and can be full or part-time. The compensation is \$24-30/hour, DOE. The schedule varies by the supervisor, but is generally M-F, 8am-5pm MST, with moderate travel and some evening and weekend work required. Benefits include paid time off, sick leave, 14 paid holidays, medical, dental, and vision coverage, life insurance, a cell phone and internet stipend, and retirement plan; prorated benefits for part-time employees.

Work Environment & Physical Demands:

This position is primarily in a clerical, office setting and this role routinely uses standard office equipment including, but not limited to computers and telephones, with some travel and evening and weekend work required.

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 description. AGC is an equal opportunity employer.