



## Program Manager Position Description

**Job Title:** Program Manager

**Job Site:** Remote, preference for applicants in Northern Colorado or those with the ability to relocate

**Reports to:** Managing Director

**Salary:** \$45,000-\$48,000/year

**Employment Term:** Full time, salaried

**Employment Start:** June 2021

### SUMMARY

Adventures in Good Company is the leader in small-group adventure travel for women. We have grown steadily over the last 20+ years and are looking for an extraordinary individual to join our team. In a nutshell, you would play an essential role in our growing company by meticulously planning and managing a portfolio of trips. Strong organizational and customer service skills and proficiency with numbers are essential. Previous travel planning experience is desired. We are passionate about people, the planet and doing the right thing. We welcome applicants from diverse backgrounds that share our passion and our commitment to creating a remarkable customer experience and caring community of adventurers. We invite all interested applicants to describe for us how they will be a great fit for this position.

### ESSENTIAL FUNCTIONS & JOB RESPONSIBILITIES

- **Client Communication:** Develop and update trip-specific informational documents and web content; answer questions about trips by phone, email, and web chat, and follow up on leads to help find the best trip(s) for every traveler
- **Trip Operations & Financial Tasks:** Manage all trip reservations, including hotels, vehicles, activities, permits, etc., and work with Managing Director to track revenue and manage trip budgets, participate in review of trip financial performance, and track and compile expenses
- **Trip Development:** Develop, write, and revise current, new and/or custom itineraries to continually refine our offerings and be a leader in the adventure travel industry
- **Partner Relationships:** Manage all aspect of partner relationships including partner agreements and contracts, provision of client information (health, travel, rooming lists), send client and guide evaluations, and Emergency Action Plans
- **Guide Communication & Coordination:** Assist with guide trainings and retreats, help manage guide agreements and assignments, and for a portfolio of trips provide the assigned guides with traveler and trip information, review trip logs and evaluations, and conduct pre- and post-trip briefings
- **Team Support:** Contribute to a highly productive and positive team environment, coordinate with Communication and Marketing staff to promote trips and provide accurate and creative content
- **Office Management:** Rotating office duties including phones, Livechat, and Staff-Person On Call duties, as well as organize and update trip documentation on website, in databases/CRMs, and in shared drive filing systems
- **Other Job Duties:** *Small businesses thrive with individuals who are willing to pitch in as requested.* Must be a career-driven, positive, team player who works to foster top quality experiences for clients. And represents AGC with enthusiasm and professionalism, while ensuring that services are delivered with cultural sensitivity and competence.

### MINIMUM EDUCATION & EXPERIENCE

A combined minimum of three years of experience in the following: program development, management, implementation; or business administration; travel planning & operations; and/or outdoor education and leadership. Comparable experience in terms of time and background in similar fields and education/degrees will be considered.



**ADVENTURES**  
*in good company*

### **KNOWLEDGE, SKILLS, & ABILITIES REQUIRED**

The ideal candidate should be organized and independent, have a passion for travel, be a rockstar communicator, and a true nerd for the numbers. Must be able to effectively manage many details while simultaneously paying attention to the big picture.

- Excellent people and communication skills required as this position is a critical liaison between clients, staff, guides and vendors - *you must really like people!*
- Experience in travel planning and program management
- Strength in managing multiple priorities to ensure work is completed in a timely and productive manner as required for successful trip delivery
- Ability to work both independently with minimal supervision and collaboratively with a virtual team
- Proficiency with CRM technology, Online Data Management, and ability to troubleshoot technology problems
- Strong balance of creative and analytical skills and strong attention to detail
- BA or BS degree in businesses administration, recreation & tourism or a related field preferred
- Valid Driver's License required

### **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 clients, colleagues and others.

### **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 1-2x a year to AGC trips, retreats and/or trainings.

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**

This is a full-time, year-round, salaried position. Annual salary range is \$45,000 - \$48,000. Benefits include medical insurance with monthly premium contributions, 11 paid holidays, generous PTO, Simple IRA with company matching, and access to select proDeals. This position starts in June 2021 and is structured around a Monday to Friday work schedule, with some evening and weekend commitments, especially as trips are in the field.

### **HOW TO APPLY**

Email [info@goodadventure.com](mailto:info@goodadventure.com) with the subject line *Program Manager Application*. Include a cover letter describing your interest and relevant experience and your resume by April 23, 2021. Candidates who are selected to move forward will be contacted to arrange a video interview within two weeks of this deadline.

### **EEO STATEMENT**

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.