

ADVENTURES

in good company

Senior Program Manager

Northern CO; hybrid remote (remote considered)

Who You Are:

You're an experienced travel planner and possess a keen problem-solving ability. You excel at identifying and addressing issues by collaborating with team members and introducing innovative solutions. You have a deep understanding of what mature, active women are seeking in adventure vacations and you are always thinking about product quality and program development.

What You'll Do:

As a lead member of the Adventure Operations team, you play an integral part in the success of the business. You are a strong team player and you are dedicated to delivering best-in-class experiences, building lasting connections, and leaving a positive impression wherever AGC travels.

- Develop, operate, and maintain a portfolio of trips to the highest possible standards as per the duties of a Program Manager.
- Liaise and negotiate pricing and agreements with operators and/or vendors and create contracts as needed to manage all trip logistics and required reservations.
- Ensure partners are compliant in terms of risk management, contracts, insurance and other details.
- 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.
- Ensure guides and suppliers are prepared with pre-trip information.
- Act as a problem-solver for guides, field staff, and operators when trips are in the field.
- 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 destination expert for a portfolio of trips, including itinerary details and regional knowledge.
- Be on site at times on trips to familiarize, provide field support, and further develop product offerings.
- Provide content for marketing and communicate closely with the Sales and Marketing team.
- 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 product offerings.
- Work collaboratively to improve and optimize workflow processes and operational systems.
- Supervise staff and assist in sourcing, interviewing, and training new office and field staff, as needed.
- The position may include other responsibilities and opportunities not listed above.

What You'll Offer:

- A minimum of 5 years of work experience in an operations/logistics role required, ideally in the travel and/or outdoor industry
- Must have experience with wilderness programs, small-group trips, or prior on-the-ground logistics experience
- Risk management experience, including Wilderness First Responder preferred
- Aptitude and interest in leading, managing, and holding people accountable
- Extremely organized and detail-oriented
- Excellent written and verbal communication skills

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- Ability to prioritize and efficiently manage multiple tasks, and ability to adapt to new priorities and deadlines in a fast-paced and dynamic environment
- Self-starter, able to work independently, and self manage time
- Team player with a sincere commitment to working collaboratively and excellent interpersonal skills
- Committed to exceptional standards of internal and external customer service
- A proven track record of learning and managing multiple software systems and excellent computer skills
- Experience with G-Suite, CRM software, Asana and Hubspot preferred
- Ability to stay current on latest industry standards and best practices
- Ability to travel domestically and abroad, as needed

Compensation, Schedule & Benefits:

This is a full-time, exempt position and the compensation is \$62,000-70,000, annually, 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 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.