

COUNTRY TRAVEL DISCOVERIES

Job Description

Job Title: Tour Coordinator
Reports To: Director of Operations

JOB SUMMARY:

Responsible for coordination of all aspects of assigned tours products, including US, Canada, and International tours. Coordination includes—but is not limited to—itinerary research and development; vendor negotiations; logistical planning; facilitation of tour itinerary; financial planning, tracking and reconciliation; development of traveler correspondence; and Tour Director briefings of new and existing tours. Also responsible for assisting the creative and marketing team with materials for print and digital promotions.

DUTIES AND RESPONSIBILITIES:

1. Development of operational itineraries for existing and new tours. Some tours, including most international tours (excluding Canada) will work through a receptive tour operator.
2. Search for, obtain, retain, negotiate terms and review all necessary suppliers needed for tour.
3. Prepare and maintain budget and costing information for assigned tours.
4. Track and reconcile payments for assigned tours.
5. Implement tasks required to execute all necessary details for each assigned tour.
6. Serve as a reference source for each assigned tour.
7. Provide promotional background materials and images for creative team.
8. Development of traveler documents and correspondence for each assigned tour.
9. Conduct briefings and communications with selected Tour Director and/or Tour Representative as needed.
10. Execute site inspections, including dry lab set up trips, as assigned.
11. Handle special projects as assigned.
12. Keep informed of travel industry news, actions, events, etc.
13. Other duties as assigned including, but not limited to, serving in an overflow support capacity for telephone reservations.

QUALIFICATIONS & REQUIREMENTS:

- Above average knowledge of the travel and tourism industry.
- Strong grasp of world geography.
- Ability to read maps, reference and airline guides, hotel and transportation directories.
- Strong knowledge of and/or the ability to learn, retain and communicate travel-related information regarding the cultures, social customs, etc. of various travel locations and countries.
- Strong grasp of financial transactions and record keeping.
- Demonstrates ability to work with international currency.
- Ability to manage changing and/or competing priorities along with a high volume of work.
- Excellent communication skills, including strong writing skills.

- Strong knowledge of computers and business office equipment, including Microsoft Word, Microsoft Excel, and Microsoft Outlook.
- Detail orientation skills.
- Problem solving skills.
- Strong negotiation skills. Must be comfortable negotiating prices with external vendors.
- Ability to travel, domestically and/or internationally, 5-10 weeks per year (approximately 10%) and up to two weeks at one time. Also willingness to travel on own, including extended driving trips, will eventually be required.
- Valid Class D driver's license required.

EDUCATION:

- 2-4 Year degree in Travel/Tourism or related field preferred.

TOUR DIRECTOR or TOUR REPRESENTATIVE RESPONSIBILITIES:

This position may be asked to assist in the on-site operation of select tours by acting as a Tour Director or Tour Representative.