

# TRAVELER EXPERIENCE COORDINATOR

*For Immediate Hire*

[Insider Expeditions](#) is a boutique travel company that creates and delivers customized travel programs for our partners and clients worldwide. We specialize in working with young professional groups, entrepreneurship organizations, non-profit and membership institutions, alumni associations, yoga studios and wellness companies, corporate boards, subscribers/followers of a community/leader they love, celebrities and sports superstars, and bands of adventurers that want to get off the beaten path and enjoy exceptional and engaging travel experiences.

## About the Role:

Traveler Experience Coordinator is an integral position within the Insider Expeditions team. This role is the front line of Insider Expeditions, working to provide a top notch customer service experience for our travelers. This position works directly with travelers through all mediums of communications, from phone to email, and will assist those travelers with their questions and needs. You will also generate invoices and forms, create brochures and other travel documents, research travel trends, coordinate extra requests with local partners, and assist the Program Management team with the execution of our upcoming travel programs to destinations around the world, including all the way to Antarctica.

Candidates must be motivated, hard-working, and organized self-starters! Attributes we look for are keen attention to detail, outstanding written and verbal communication skills, positivity, enthusiasm, and a passion for inspired international travel. This position will report directly to the Director of Operations and will work closely with the Program Management team and other Traveler Experience Coordinators.

## Requirements:

- 1-3 years of experience in guest relations, travel planning, or related fields
- Minimum 1 year of experience working in customer service
- Excellent communication skills
- Ability to work on and with a team

## Preferred Experience:

- Knowledge and experience working with cruise lines
- Experience working with large groups (100+)
- Familiarity with G Suite products, Canva, and Freshbooks
- Foreign language competency a plus

**Compensation:** Full-time position to start immediately. \$40 - 50k plus bonus and additional incentives, commensurate with work experience.

*Please note: this is a remote position and we welcome exceptional candidates from anywhere in the US.*

## Key Responsibilities:

### Communications and Customer Service

- Communicate with travelers and clients by phone, email, and in person. Provide an outstanding travel experience from initial trip inquiry to post-trip evaluation—meeting challenges with a smile and sense of adventure that anything is possible!
- Develop bespoke traveler email campaigns
- Assemble and update cultural content for travelers, such as information packets, reading lists, destination brochures, etc.
- Create forms, invoices, and other logistical materials needed for the trip

- Generate and manage traveler data from dietary restrictions to bed preferences
- Pull reports and organize the on the ground materials needed for on-site staff
- Register travelers for a specific trip and assist with any registration-related questions
- Work with the Program Team on financial questions associated with a group or traveler, from discounts to extra trip requests

#### Streamline and Maintain Fluid Operations

- Create and maintain detailed trackers for traveler's information and payments
- Manage traveler invoices and updated marketing and traveler materials
- Assist with the implementation of a new booking system and streamline internal processes
- Search for opportunities and implement improvements to company workflow
- Other leadership support for the senior team (e.g. creating presentations for industry conferences, preparing agendas for and attending partner leadership meetings, etc.).

#### Benefits:

- Competitive base salary with automatic annual raise of 3% each year
- First year bonuses and salary adjustment
- Profit sharing opportunities after one-year with the company
- 11 federal holidays + Unlimited Paid Time Off!
- International and domestic travel opportunities
- Health, dental, and life insurance plans
- Phone and technology stipend
- Professional development opportunities in the wider travel industry
- No critical meetings on Fridays nor will any meeting begin after 5pm on any day
- IE Retreat – at least once annually with all expenses paid

**Equal Opportunity:** We are an Equal Opportunity Employer—people of color, people with disabilities, women and LGBT candidates are strongly encouraged to apply; we are committed to a diverse workplace, and to supporting our staff with ongoing career development opportunities.

If interested, please send a cover letter and resume to [hr@insiderexpeditions.com](mailto:hr@insiderexpeditions.com), with the subject line: Traveler Experience Coordinator Position. We hope to hear from you!