**Tour Manager**

**Classification:**  Exempt

**Reports to:**  Director – Kaleidoscope Adventures

**Date**: May 2024

**JOB DESCRIPTION**

**Summary/Objective**
The Tour Manager shares the client relationship with the Tour consultant throughout the entire process. This role is primarily responsible for managing the successful delivery of the trip. Tour managers oversee client communications, trip bookings, itinerary planning, and trip logistics. Tour managers work directly with our clients to ensure that expectations are being met and that trip planning milestones are tracked accordingly. Tour managers work to maintain accuracy and budget.

**Essential Functions**
Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Oversees and ensures completion of all necessary bookings and supplier contracts are acceptable per company guidelines. This includes dining reservations, attractions, transportation, security, equipment, and insurance.
2. Maintains a strong working and collaborative relationship with our suppliers.
3. Manages and tracks all client communication, working in tandem with the assigned Tour Consultant.
4. Meets, and when possible, exceeds client deadline expectations and requests for trip information (“working” itinerary, any changes to trip cost, pertinent logistic information, final itinerary and tour director information)
5. Maintains open and honest communication with clients.
6. Collaborates with client on any trip “change orders,” by receiving requests and permissions in writing and communicates any applicable pricing changes.
7. Responsible for managing all passenger number updates from clients and updating Trip Manager and Accounts Receivable applications.
8. Responsible for itinerary development in collaboration with Tour Consultant from proposal to final itinerary stage.
9. Communicates all final information to the client and Tour Director prior to travel.
10. Creates and delivers travel agreement contracts to clients.
11. Provides after hours support on a rotating basis during tour season.
12. Assists the finance team with the post trip auditing process.

Quality Control

1. Responsible for accurate data entry in all company systems.
2. Achieves satisfactory profit margins and market share in relation to preset standards for any trips they manage.
3. Maintains consistent company image throughout all client facing documents including proposals, rooming lists, conferences and trade shows, and all verbal and electronic sales communication.
4. Represents company at conferences and conventions to promote product and to gain supplier and destination knowledge.

Culture & Company

1. Communicates consistently with other company departments to ensure standard process is followed and efficient, effective communication is achieved.
2. Establishes positive and productive working relationships; able to generate trust, ability, and willingness to give and receive honest, balanced feedback.
3. Demonstrates competence and character that inspires trust.
4. Fosters a culture that values critical thinking and problem solving, and encourages constructive feedback, engagement, inclusion, and diversity at all levels.
5. Serves as an advocate for our clients and company to ensure we consistently exceed client expectations.

**Competencies**

1. Business Acumen.
2. Communication Proficiency including phone and email etiquette.
3. Customer/Client Focus.
4. Leadership.
5. Presentation Skills.
6. Problem Solving/Analysis.
7. Collaboration Skills.
8. Ethical Conduct.
9. Technical Capacity.
10. Stress Management/Composure.

**Work Environment**
This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms and requires the ability to occasionally lift office products and supplies up to 20 pounds.

**Position Type and Expected Hours of Work**
This is a full-time position, and hours of work and days are a standard eight-hour day, Monday through Friday. Occasional evening and weekend work is necessary.

**Travel**
Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

**Required Education and Experience**
A bachelor's degree in hospitality management, sales, marketing or business administration or an equivalent number of years of experience is preferred. Prior experience in the travel industry preferred.

**Other Duties**
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.