

Program Manager | Multi-day Tours Partners Division



SUMMARY OF POSITION

We are looking for a self-motivated, organized team member to manage the Utah and California itineraries offered through our Partners Division. Program Managers oversee partner relationships as well as trip development, organization of reservations, and the operation of multi-day hiking, cycling, camping, and hotel-based adventures. Partner Division trips are trips that are operated by AOA but are marketed and sold through various other adventure tour companies such as REI Adventures. Program Managers work among a team of other Program Managers, specializing in different destinations, and they are assisted by a team of Program Coordinators.

QUALIFICATIONS

Required:

- Relevant experience: Meeting or event planning, Guiding, Adventure travel industry preferred
- Administrative skills
 - Adept at using Microsoft Suite (especially Word and Excel) and G Suite (especially Google Drive, Docs, Sheets, Calendar, and Gmail)
 - Fanatical attention to detail and passion for organization
 - Ability to communicate professionally with clients via phone, email, and in person
- Capacity to fluidly switch between working in a team and working independently
- Ability to problem solve, adapt quickly, think critically, and manage time well
- Love for the outdoors with camping, hiking, travel, and/or cycling experience
- Positive attitude: we value genuine people who are open to our close-knit, relaxed, outgoing atmosphere
- Valid driver's license

Preferred:

- Basic accounting experience and/or familiarity with QuickBooks
- Passion for creative writing, graphic design, formatting, or photography
- Flexible and adaptable to working in a dynamic, fast-growing company with a seasonal workflow
- Desire to go into the field on guided tours to familiarize oneself with our product

RESPONSIBILITIES

Trip Development

- Research and develop new itineraries
 - Create a compelling, fluid, organized adventure itinerary based on the guidelines (price, market, length, difficulty, etc.) set forth by our partners
 - Perform in-depth, accurate online research of trails, campgrounds, hotels, restaurants, and public lands in areas you may not have visited or may not be familiar with
 - Research pricing and create a cost layout in Excel
 - Use creative writing and formatting to create proposals and agreements to deliver to partners
 - Route design for cycling itineraries
- Develop relationships with vendors in remote destinations within North America
 - Negotiate and manage contracts and reservations with vendors (hotels, restaurants, tours, etc.)
- Operate and organize sold itineraries
 - Make hundreds of reservations up to two years in advance (hotels, campgrounds, backcountry hiking permits, etc.), track deadlines, deposits, and continue to manage them through tour completion
 - Plan departure dates and track them in various systems (FlyBook, Google Calendar, etc.)
 - Deliver and coordinate essential tour details across departments

Partner Relations

- Create, maintain and grow relationships with various industry partners

- Communicate about trip pricing, sales margins, inclusions/exclusions, itinerary details, market strategies, and anything else needed by our partners
- Manage deposits and trip payments from our partners using QuickBooks
- Occasionally travel to various partner headquarters, travel/trade shows, or tour destinations for networking opportunities or scouting

Oversight

- Display leadership, an excellent work ethic, and adaptable time management skills
- Create an effective learning environment for your Program Coordinator(s)
- Define an effective workflow and systems with your Program Coordinator(s) to achieve the highest level of efficiency and accuracy within your team

COMPENSATION

Start Date: As soon as possible

Commitment: Full Time

Early morning and weekend hours on occasion; travel possible

Pay Range: \$30,000-\$40,000 annually based on experience and aptitude

BENEFITS*

- Casual, family-friendly, dog-friendly community-oriented company with a fun and energetic culture
- Continuing education and/or safety training assistance to be used to further your knowledge related to your role at AOA
- Wilderness First Responder re-certification assistance for those with field days
- Pro purchase opportunities for hundreds of brands
- Use of AOA bikes and equipment
- Seniority benefits including gear reimbursement, cell phone reimbursement, complimentary bikes, and more
- Flexible paid time off policy and paid sick time once on salary
- Medical, dental, vision, and short-term disability insurance
- Simple IRA pre-tax retirement plan with employer match

*Benefits depend on your position, department, field days, and seniority. Please ask Human Resources for details about any of these as they relate to you.

HOW TO APPLY

Please email your cover letter and resume to hr@aoa-adventures.com. We'd like to get you know you better: in your cover letter, please tell us a few reasons why you'd like to join AOA, and specifically why you think this position would be a good fit for you.

AOA is now a subsidiary of Recreational Equipment Inc. (REI).